**JOB DESCRIPTION**

Employment and Recruitment Service Manager

Vacancy Ref: A2156

<table>
<thead>
<tr>
<th>Job Title: Employment and Recruitment Service Manager</th>
<th>Present Grade: 7P</th>
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<tr>
<td>Department/College: Careers</td>
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<td>Directly responsible to: Head of Employer Engagement and Deputy Director of Human Resources</td>
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<td>Supervisory responsibility for: 1 x Recruitment Adviser, 1 x Recruitment Assistant, and part time student interns working within the service.</td>
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**Other contacts**

**Internal:**
- Hiring Managers in all University services.
- Faculty academic departments and professional services.
- Colleges.
- Human Resources.
- Financial Services.
- Information Systems Services.
- Staff within Student Based Services.
- Lancaster University Students Union.
- Current students.

**External:**
- Employers and recruiters.
- Professional bodies.
- Other HEI Careers Services.
- Prospective students, parents and guardians.
- Alumni and graduates.

**Job Purpose:**

1. The post holder is responsible for managing a team to lead an efficient and effective in-house staffing service and commercial employment agency. This includes associated financial and administrative services ensuring that standard operating procedures, templates and business processes are in place and adhered to and reviewed regularly to maintain currency, continual improvement of the service and ongoing legal/regulatory compliance.
2. Establish links, and build relationships with employer and recruitment networks to identify appropriate opportunities for Lancaster University students and graduates.
3. Support companies in the design and development of employment opportunities for students and graduates that will contribute to the enhancement of employability skills and boost graduate outcomes, targeting extra-curricular work-based opportunities for students and employment opportunities for graduates.

**Major Duties**

**Operational**

1. Lead and manage a professional recruitment service and ensure the delivery of an effective transactional customer facing, responsive and legally compliant service.
2. Together with line managers develop quality measures and key performance indicators for benchmarking the service enabling a culture of continuous customer focus and service improvement to be implemented.
3. Develop the service internally and strengthen the external market, attracting a diversity of job roles advertised to students to meet the University’s strategic needs and impact positively on the student experience.
4. To work effectively with colleagues across the University to ensure a coordinated, compliant and fair approach to recruitment of temporary and casual staff.
5. Manage the full recruitment process on behalf of internal Hiring Managers and external customers in respect of job scope, the selection process and recruitment cycle, and legally compliant engagement arrangement with regard to pay rates, employment law and UKVI guidance.
6. Work with Careers staff to provide information and advice to students and graduates seeking employment and deliver a range of employability and skills development activities.

7. Hold responsibility for the Employment and Recruitment Services budget, including monitoring and reconciliation, management of all payroll transactions with legal control, and ensure a consistent, secure and auditable payroll process.

8. Contribute to the financial planning and risk management process, control income and expenditure for the Employment and Recruitment Service, and reconcile budgets on behalf of financial services when preparing records for year end and University audit.

**Marketing, PR, and Strategic Alliances:**
9. Lead and manage the effective promotion of the service to students, graduates, Hiring Managers and employers.
10. Promote, prepare, and support employers to understand the benefits of recruiting Lancaster University students and graduates, supporting the design and development of appropriate job roles for all Lancaster University students and graduates.

**Strategy and Policy**
11. Together with the line manager and professional service leads, contribute to and support any change projects that arise in the development of the service operations. Provide management information, and quality assurance information as required. Support policy development in line with the University strategic plan.
12. Sit on University committees and national or regional professional organisations to support continuous improvement

**Management and Quality Assurance:**
13. To provide appropriate leadership, management, development, supervision, motivation and support for the service staff and students engaged within the service.
14. The post holder must, at all times, carry out the responsibilities and duties with regard to UK VI policy, the University’s Data Protection, Equal Opportunities Policy and Health and Safety Policy and any other relevant national or local policies and procedures.
15. Any other duties as may reasonably be required and which are within the scope of this role.