

This position is within National Office. It is part of the People and Organisational Development team.

This position reports to the Acting Executive Director, People and Organisational Development

Reporting line may vary depending on location and service size

This position does not have any direct reports This position may have direct reports, positions vary

This position has the following direct reports: Talent Specialist (2)

This position is designated Band 4 under the *Schedule of Authorities and Delegations*

This position is a budget holder This position has designated revenue targets

This position is an Aboriginal & Torres Strait Islander identified position

This position does require a working with children related clearance

Position

The purpose of this position is to lead the talent and recruitment team to source amazing people from within and without our organisation, working closely with leaders and candidates to support the creation of a great experience that converts candidates to valued employees. The role also holds responsibility for allied health, team leader, and management recruitment (and other role types as required).

Purpose

To achieve this purpose, the position holder would typically:

- Lead the talent and recruitment team to deliver services across the business that are aligned to the TBS' brand, vision, values and direction.
- Manage allied health, team leader, and manager recruitment (or other role types as required). Build external talent pools and networks to support this focus.
- Support the Executive Director People and Organisational Development, the Director, Human Resources and the Director, Practice and Impact Measurement (whose team coordinates graduate programs and practice development) to develop and implement programs that identify great people within TBS to support career development. Manage the coordination and maintenance of these internal talent pools.
- Manage the systems and processes around external talent pools. Ensure that the talent and recruitment team maintain and update these pools. Partner with the Brand, Communications and Marketing team to segment key groups, develop and/or coordinate regular communication, and organise event as appropriate.
- Support the Director, Human Resources to design, and when needed refresh, the employee referral program. Manage the program, building the idea that employees and volunteers should play a key role in our search to find the right people.
- Work with the business to manage recruitment and talent needs for acquisitions, new funding streams and new or expanded programs.
- Work with leaders to develop the right sourcing plan to find their match for the allocated client group, identifying innovative ways to bring great people to our door (or their door as the case may be) that are just right for the role on offer. Then deliver in agreed timeframes. Support the recruitment and talent team where sourcing plans are more complex or require additional approvals.
- Manage end to end candidate care for the allocated client group.
- Work with leaders to coordinate a smooth and effective recruitment process for the allocated client group. Design the right process (interviews, assessment centres or something else), book interviews, let everyone know where they need to be (and when), make sure people are clear about what will happen and what they need to do, provide feedback, and make sure candidates receive consistent information and messages about the role and what's on offer.

Focus

- Communicate! Whether it's writing a compelling job ad, keeping people in the loop, reaching a broader audience through social media, attending a careers events, or building your network, increase your reach and communicate in a way that's consistent with the TBS voice and brand.
- Support leaders and the talent and recruitment team through information, coaching and training to better understand what a great recruitment process looks like and to understand what's possible.
- Evaluate the talent and recruitment experience, finding ways to create a better experience for candidates, clients and key stakeholders.
- Resolve more complex client and candidate concerns to maintain the integrity of a great experience.

Outcomes

When things are going well we would expect to see these outcomes:

- Talent pools are created and nurtured, supporting TBS to quickly match great people to the right opportunity.
- Candidates have a great experience, even if they're not right for the role this time.
- Leaders understand and value the recruitment service and what it offers.

Relationships

We work collaboratively with others, however this position works close closely with:

Within The Benevolent Society:

- TBS leaders
- Employees and volunteers
- Practice and impact measurement team
- Broader people and organisational development team.

Outside The Benevolent Society:

- The great people in our talent pools
- Candidates
- Recruitment consultants/agencies
- Your network.

Individual

To achieve the position purpose and outcomes the position holder will need to have:

- A degree in a HR, Business, Psychology or related field would be great, but solid experience in a similar role is just as valuable.
- Experience leading a small team in a high-volume environment, preferably with a focus on community services or healthcare. It could be in an agency environment, or perhaps you've led an internal recruitment team.
- Experience leading a team to be high performers, with a focus on setting clear expectations and coaching for success.
- Experience designing and/or maintaining programs that support the development of talent pools would be an advantage. Referral programs, career development programs, graduate programs are all valuable examples.
- The tendency to dig in and get to know the business you're working with – what they do, how they operate, and what they need in terms of their people – and embed that in your team.
- Ability to use social media and other sourcing channels to find great people and start a conversation that can turn into a recommendation, a candidate, or a another great person in our talent pool when the role or time isn't right just yet.
- Great relationship management skills with the ability to quickly build effective relationships.
- A drive to deliver for the leaders you're supporting, and an understanding that you doing your job well helps them be great at theirs.
- A passion to create a great candidate experience. People deserve better!
- Great communication skills. From writing a job ad that's too good to ignore, to an engaging social media post, to that all important ability to keep everyone on the same page.
- If you have experience in the for purpose space (or have worked with for purpose clients) that would be great advantage.

This position may require some flexibility in terms of travel or hours of work:

Travel

- Overnight travel/stays may be required
- Some weekend work may be required
- Some evening work may be required
- Travel between office locations/regions may be required
- Travel to clients (varied locations) may be required
- Use of own registered, insured motor vehicle for business purposes may be required
- Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

Those with knowledge of this position say the things that might make your day are:

Context

- The recruitment service is in build phase. We're looking to do things better. This is your chance to turn your ideas of what great recruitment could look like into an actual experience.
- Supporting leaders to build teams who do some really incredible work that makes a difference in our communities.
- Making a match. That feeling when it all comes together.

Those with knowledge of this position say some key challenges you might experience are:

- Working in an environment where there can be pressure to place and supporting a team through that. A vacancy can equate to a service not provided.
- Building leader buy-in on the value of recruitment, even if it takes a little longer. And especially when the leader is feeling the impact of a team working short.

Approvals

Approver Director, Human Resources Date: 25 January 2021 Position Code:

Review history V2.0 Release

Advertising

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.