



# Recruitment Consultant

May 2024

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A selection of Campbell Tickell reports

# Your Application

Thank you very much for your interest in this post. On the following pages, you will find details of the role and the selection process, to assist you in completing and tailoring your application. In order to apply, you should submit:

- An up-to-date CV which shows your full career history – we recommend that this is no longer than three pages;
- A covering letter explaining your interest in the role and detailing how you are a good candidate for this post – we recommend that this is no longer than two pages
- The declaration form, noting that completion of the equalities section is not mandatory, this is requested for monitoring purposes in line with our commitment to equality and diversity.

**Key dates:**

**Interviews:** ASAP

Please note we will be looking at applications on a first come first serve basis. We would urge you to submit your application sooner rather than later, as we will close the vacancy once we receive a sufficient number of applications.

Kind regards,

*Gemma Prescott*

**Recruitment & HR**

07904 497 016



# Welcome Letter

Dear Applicant,

Thank you for your interest in the Consultant role. It is an exciting time to join Campbell Tickell: As well as being a leading consultancy, Campbell Tickell is a successful and growing recruitment practice. We specialise in senior and executive posts, mainly in the housing sector but also in related areas including local government and the charity sector. Additionally, our team has have a strong track record in non-executive recruitment, recruiting for Chairs, Board members and Trustee roles for a wide range of housing providers and other organisations.

To meet this growing demand, we are looking to build capacity in our recruitment team with a new Recruitment Consultant. This is a delivery-focussed role with responsibility for the effective management of end-to-end recruitment processes, ensuring projects are delivered to a high standard, are customer centered and completed on time.

There is an equal emphasis on working directly with our clients as their project lead as well as on delivering excellent search and headhunting. Our recruitment projects usually take around three months to deliver from start to finish and so establishing credibility with the senior leaders who are our clients is essential.

In this role you may also assist with drafting proposals, and supporting the Senior Consultant with promoting our services to aid business development. The staff who have joined us in recent years tell us that they value the supportive and engaging atmosphere at Campbell Tickell. We're a friendly team of people who care about our work and pride ourselves on what we do.

At Campbell Tickell, we have a strong ethical focus and hold our values to high regard. The clients we work with include Housing Associations, Councils, Care and Support providers, Sports and Leisure organisations, Charities and Government Bodies

To succeed in this position, you will need to enjoy working at pace and being able to multitask at the same time throughout multiple projects. You will be working within our perm team but also be communicating with our interim team as well as the wider consulting business too. Communication is key in this role and have excellent attention to detail while assisting with managing and maintaining our new CRM internally.

Currently the role is hybrid-working and we require someone who can work within a team but also have the autonomy to work from home for some of the week. The team are very friendly and we like to celebrate success across the whole recruitment team.

Please do read on to find out more about who we are as an organisation.

Thank you,

*Jim Green*

Jim Green  
Senior Consultant



# Who Are We ?

Campbell Tickell is a management consultancy, based in London, but operating throughout the UK and Ireland. The principal organisations we work with are housing associations, councils, supported housing and social care providers, charities, membership organisations, sports organisations, and central government agencies and departments.

Our services span: strategy and governance; business and financial planning; regulation and troubleshooting; business transformation; asset management and development; mergers

and growth; regeneration and stock transfer; customer services; communications and public relations; organisational development, human resources and recruitment. Alongside our central team of around 45 employees, we have a national network of around 120 associate consultants, who work with us on a freelance basis.

We are a well-established practice, now in our twenty-fourth year. Over that time, we have worked with more than 850 organisations - government departments and

agencies, trade bodies, councils, housing associations, care providers, sports governing bodies, leisure trusts, charities, and commercial businesses. We are a recognised 'brand' in the housing and social care sectors in particular. We have a fantastic first-time success rate in leadership recruitment; a high-quality consultancy offer; repeat and new clients; a strong market share with resources for expansion; and an unrivalled reputation for service quality and value. This adds up to a brand that speaks of reliability, quality, honesty, imagination



## OUR CORE VALUES

### Courageous

- Doing what's best, not what's easiest
- Embracing challenges
- Growing and developing, and supporting our clients in the same

### Creative

- Looking for new and improved ways of doing things
- Bringing energy to our work
- Proactively solving problems

### Truthful

- Telling it like it is – with tact
- Challenging mediocrity
- Seeking and offering constructive feedback from clients and colleagues

### Trusted

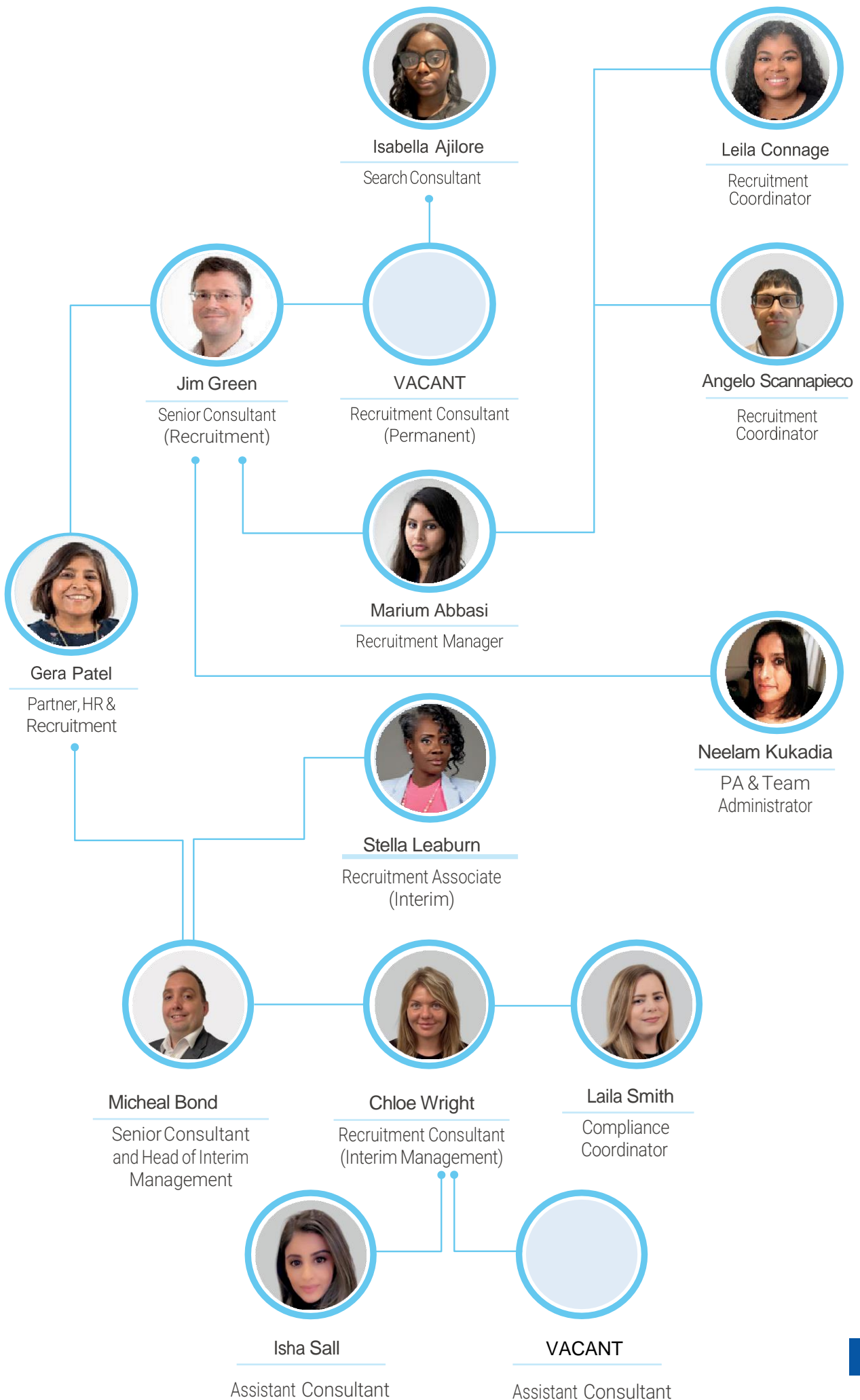
- Delivering work to a consistently high standard
- Taking responsibility for our work and for CT
- Taking ownership and putting things right

### Collaborative

- Supporting our clients and each other
- Communicating effectively with active listening
- Sharing information and learning

We are not simply in this business to make money. Yes, we are a commercial operation, but we care about the quality and standards we deliver; we are an ethical organisation who wants to make a difference and aims to add value.







# Job Description

## Role title:

Recruitment Consultant

## Reports to:

Senior Recruitment Consultant

## Role purpose

- Deliver all aspects of executive and non-executive recruitment campaigns to a high standard on behalf of Campbell Tickell's clients, from brief taking through to assessment and offer.
- Fulfil clients' requirements with due regard to employment legislation, industry best practice and excellent customer care.
- Develop and sustain excellent positive relationships with clients and to promote generation of repeat business.
- Manage and train research/ resourcing staff as appropriate, ensuring best practice and high standards.

## Core tasks and responsibilities

### 1. *The recruitment process:*

- 1.1 Responsible for leading on multiple recruitment projects for CT clients, either as the primary recruiter or as part of a small delivery team supporting a lead, ensuring a high level of efficiency customer service.
- 1.2 Deliver all aspects of recruitment including brief taking, market positioning and marketing, search, assessment, and interview, through to offer and handover to client.
  - Taking detailed briefs from clients to enable effective management and delivery of recruitment assignments.

- Production of high-quality written materials to reflect client organisations and roles to the market.
- Conduct original search to identify credible and qualified candidates, supporting candidates throughout the process.
- Conduct interviews on behalf of clients, ensuring compliance with recruitment best practice and employment legislation.
- Take responsibility for offers and feedback to unsuccessful candidates.
- Provide credible guidance and support to clients through the process, providing confidence in CT as a recruitment partner.
- Work closely with the finance team to ensure accurate and timely raising and processing of invoices.

### 2. *Market Intelligence and systems*

- 2.1 Develop and maintain constructive relationships with a range of clients.
- 2.2 Support the Senior Consultant with the growth of new talent for our team's wide range of roles using advertising, networking, marketing and social media tools.
- 2.3 Devise and maintain accurate candidate hotlists to assist with effective search activities.
- 2.4 Ensure the Jobadder database is maintained and used consistently according to best practice, to enable the effective delivery of all recruitment projects.

- 2.5 Abide by all established CT support and delivery recruitment processes and protocols.

### 3. *Staff and relationship management*

- 3.1 Assist with sourcing and training of research staff members, when appropriate, to support CT projects with search.
- 3.2 Apply management best practice to maximise performance of research staff, ensuring strong integration and smooth team working with the wider recruitment team.
- 3.3 Develop and maintain good working relationships with our Senior Associates.
- 3.4 Work in partnership with our Coordinator team, and in particular with the Recruitment Manager, to ensure smooth integration of delivery and support functions.

### 4. *General*

- 4.1 Ensure the organisation's recruitment processes are fully compliant with employment and other legislation, keeping abreast of changes, and revising our processes to reflect these.
- 4.2 Develop and maintain a comprehensive range of knowledge and understanding of best practice in designated areas of interest for the company, and to undertake continuing professional development as appropriate.
- 4.3 Carry out any other tasks commensurate with the role, as required.



# Person Specification

## Knowledge & Experience

### Essential Criteria

- Degree level education or equivalent knowledge and understanding.
- Substantial experience of recruitment, either in-house or within recruitment agencies (executive level recruitment experience desirable).
- Experience of developing processes and systems to enhance service delivery.
- Solid experience of MS Office applications, particularly Word, Excel, PowerPoint and Outlook
- Experience of handling numerical/information data sets.
- Experience of managing a range of projects simultaneously, achieving consistently high standards of delivery within deadlines and budgets.

### Desirable Criteria

- Experience of working in a customer services environment.
- Knowledge of recruitment in one or more of the following sectors:
  - o social housing
  - o care
  - o regeneration
  - o development
  - o property management
  - o charity or public sector.
- Experience of working in a consultancy practice/role.

## Skills & Abilities

- |   |   |  |
|---|---|--|
| <ul style="list-style-type: none"> <li>o Able to work under pressure and prioritise high volumes of work</li> <li>o Strong organisational and planning skills</li> <li>o Excellent written and oral communication; able to present complex information clearly, succinctly and persuasively to a range of audiences.</li> </ul> | <ul style="list-style-type: none"> <li>o Able to analyse and summarise a variety of documents.</li> <li>o Articulate telephone style, able to maintain professional relationships</li> <li>o Good standard of numeracy</li> <li>o Able to use own initiative to complete tasks</li> <li>o Ability to design clear and attractive documents</li> </ul> | <ul style="list-style-type: none"> <li>o Willing to work in accordance with the company's policy framework, with adherence to key policies such as health &amp; safety; data protection; equality &amp; diversity</li> </ul> |
|---|---|--|

## Personal Behaviour & Style

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>o Uses initiative; able to work independently without constant supervision; comfortable making decisions with an agreed framework.</li> <li>o Able to co-ordinate input from senior colleagues; good negotiating and influencing skills.</li> </ul> | <ul style="list-style-type: none"> <li>o A team player, supportive of other colleagues, valuing the expertise that others can offer.</li> <li>o Works flexibly, but is also structured in planning and co-ordination.</li> <li>o Has energy, drive, enthusiasm and commitment.</li> </ul> |
|--|---|

# Principal Terms & Conditions

## Job Title:

Recruitment Consultant

## Salary:

- Basic starting salary from £45k - £48k (subject to experience)
- Following successful completion of your probation, you will be eligible for a bonus of up to 10% of basic salary per year. This is subject to (a) company financial performance, and (b) your individual performance, and bonus is not guaranteed. Note that it is not consolidated into your basic pay.
- Salaries are reviewed annually with effect from 1st April. No increase is guaranteed.

## Location:

- Campbell Tickell are located in Clerkenwell in Central London.
- Office address: Laystall House, 8 Rosebery Avenue, London, EC1R 4TD.
- We operate a hybrid-working policy where you are expected to work a minimum of two days in the office. Three days will be spent working remotely.
- We can provide the equipment needed to enable you to work from home and access our systems.
- A no smoking policy will operate in the office.

## Working Hours:

The basic working week is 35 hours. Further, there is an expectation that the role will involve occasional evening and weekend work.

## Pension and other benefits:

- The company offers a salary exchange pension scheme, with an employer contribution that matches employee contributions up to 5%.
- The company offers health insurance for employees that have successfully completed their probation. This is available for employees and their dependents and the company meets the cost of the premiums, though it is classed as a taxable benefit.
- The company offers a death in service insurance, set at the equivalent of two years' salary

## Annual Leave:

- 25 days, plus public holidays. This rises by one day per completed year of service, up to a maximum of 30 days, plus public holidays.

## Probationary period:

- The probationary period is six months. In the event of the postholder's performance being judged as satisfactory, their employment could be confirmed at an earlier point.
- In the event of performance not achieving a satisfactory standard, the probationary period may be extended for a further period or the position may be terminated.

## Notice period:

- During the probationary period, the notice period on either side is two weeks.
- After successful completion of the probationary period, there will be two month's notice on either side.

Please note that an offer of employment will be subject to satisfactory references and ability to work effectively from home.

## Recruitment Timetable

Interviews will be conducted on an ongoing basis, and as such we advise you to make your application as soon as you are able, to increase the chance of being considered for interview.

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# CAMPBELL TICKELL

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