

Role: Kent-Teach Team Leader
Department: Kent-Teach
Job Family: MAN1
Responsible to: HR Advisory Manager

Job Purpose:

Manage the day-to-day delivery of a recruitment and retention provision to schools and academies in Kent through a highly skilled team using effective practices, processes and systems to meet customer service requirements and satisfaction.

Lead on specific pieces of work, as identified by the HR Advisory Manager, to develop and review Kent-Teach process and practices to continually improve service standards and efficiencies that are customer focused.

Generating income from the Kent-Teach website and any other products offered by the service.

Main duties and responsibilities:

- Manage the day-to-day activities of the team and develop workforce planning, training and performance management, ensuring continuous professional development and improvement in service delivery.
- Responsible for the design of a recruitment and retention strategy that addresses the needs of schools and academies.
- Develop best practice models in teacher recruitment and retention and ensure they are available to schools and academies.
- Manage the income process to ensure targets are achieved.
- Produce monthly reporting of Kent-Teach activity, identifying any concerns or opportunities.
- Negotiate contracts for all 'bought' in services, ensuring all accountabilities and liabilities are met by the suppliers.
- Attend Governing Body meetings as instructed by the requirement of the Local Authority SLA with the HR Consultancy team.
- Continually seek new opportunities for income generation and contribute to other Cantium activities as required.
- Work in partnership with internal teams to ensure effective performance and delivery to targets. To include, but not limited to, liaison with the HR Consultancy team and Local Authority Officers on Headteacher recruitment as well as the Cantium Commercial team.
- Project manage the delivery of multi-channel campaigns to promote the services of Kent-Teach and meet the needs of customers, delivering within budgetary constraints.
- Responsible for ensuring all elements of any campaign combine seamlessly to maximise the potential of Kent-Teach to generate future business.
- Responsible for monitoring ongoing campaign performance, report on campaign results to ensure a demonstrable return on investment.
- Develop excellent relationships with schools in all phases, particularly with Headteachers, Business Managers, HR Managers and other decision makers.

Description of Business

The Company is dynamic and agile and is built on a new service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and will reinforce the company’s reputation for delivering high quality back-office services to its customers.

Person Specification

Qualifications	<ul style="list-style-type: none"> • Level 4/5 qualification or demonstrable relevant experience
Experience	<ul style="list-style-type: none"> • High level of experience of customer engagement and partnership working • High level of experience of working on a variety of recruitment campaigns from inception to completion • High level of experience of managing the requirements and expectations of multiple stakeholders • Substantial experience of delivering to deadline and within a budget
Skills & Abilities	<ul style="list-style-type: none"> • Confident interpersonal skills with the ability to engage customers and colleagues at all levels • Excellent communication skills both written and verbal to a wide range of audiences • Ability to effectively manage staff • Ability to motivate, support and develop others • Project management, presentation, and planning skills • Ability to apply a creative and solution-orientated approach to situations and encourage contribution and challenge from others • Ability to work in a deadline-focused and fast-paced environment • Excellent organisational skills, including ability to organise own and others’ workloads • Excellent analytical skills and the ability to analyse data to inform decisions
Knowledge	<ul style="list-style-type: none"> • Knowledge and experience of the recruitment sector and the challenges associated with teacher recruitment • Awareness of customer service and the need for an excellent customer experience • Excellent understanding of engagement strategies and partnership working