

# JOB DESCRIPTION

<b>Job Title</b>	<b>Talent Acquisition Coordinator</b>		
<b>Reports to</b>	<b>Associate Director, Talent Acquisition</b>		
<b>Department</b>	<b>People Team</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>2</b>

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

The People department enables the delivery of the School's strategic priorities through the provision of proactive advice, support and talent to School staff (non-academic). Collaborating with our faculty experts, it also delivers leading edge projects to shape the Future of Work, building an engaged, inclusive workforce where everyone belongs and thrives.

The team is designed around three key areas: Business Partnering, Talent (Talent Acquisition, Learning & Development, Talent Management and Wellbeing & Engagement) and People Services (Operations, ER, Reward and Pensions). The team works closely with Heads of Departments and line managers to support them in achieving their business goals through their people.

## Job Purpose

The Talent Acquisition Coordinator plays a key role within the Talent Acquisition team and is responsible for delivering the administrative and organisational excellence that underpins our talent acquisition processes and activity.

Specifically, the Talent Acquisition Coordinator will:

- Ensure a positive candidate experience through being the first point of contact for candidates applying for jobs within the School, operating with professionalism, warmth, engaging communication and efficiency
- Utilize our applicant tracking system to support the end to end talent acquisition process
- Ensure all supporting documentation, such as job descriptions, critical hire forms, job adverts etc, are up to date and accessible to the wider team
- Attend and participate in vacancy engagement meetings where appropriate
- Post adverts on relevant job boards
- Liaise with hiring managers to ascertain who they want to interview for each role, and organize subsequent interviews and assessment stages (face to face or virtual) in a timely manner, communicating effectively with hiring managers, candidates and the TA Lead
- Organises all psychometric testing and senior leadership assessments, liaising with external providers, internal assessors and candidates
- Confirm salaries for offers with hiring managers and Senior People Partners and make candidate offers, where applicable
- Inform candidates of the outcome of their applications, providing constructive feedback as provided by hiring managers
- Record accurate recruitment data for use with the wider team and to comply with audit purposes
- Manage all other administration duties with Talent Acquisition, such as processing of invoices, organising of team meetings and report formatting
- Other ad-hoc project duties as required by the AD Talent Acquisition or Talent Acquisition BPs

## Key Areas of accountability and Key Performance Indicators (KPIs)

### Key areas of accountability:

#### **Delivery and Support**

- Conduct administrative and/or operational tasks in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Provide first line support within the School, solving routine problems in a specific area, and providing stakeholders with the information and/or understanding they need to deliver an excellent service.
- Draft and develop standard materials, working to a clear brief, for use in the provision of an effective and efficient support service.
- Co-ordinate team calendars and meetings to support efficient and effective team working.
- Organise, input into and monitor databases and records to ensure accurate recording, completed in a timely manner in line with established processes.

#### **Analysis and Reporting**

- Organise, upload into and monitor the Applicant Tracking System and vacancy advertising systems to ensure accurate recording and enable efficient service delivery to all stakeholders completed in a timely manner in line with established processes.
- Collate information to produce regular standardised management reports to support decision making within the department.

#### **Collaboration and Support**

- Effective collaboration with the Talent Acquisition team, The Talent team, hiring managers across the School and the wider People team
- Provide support to colleagues within and outside the team as and when opportunities arise, to promote collaborative working across the School.
- Act as a point of referral for less experienced colleagues to help to resolve issues within the team.

### **Project Management**

- Provide support to process optimization work in order to drive through system and process improvements which will benefit both the team and the business
- Provide ad hoc support (e.g. research, coordination) to projects across Talent Acquisition working with the team in support of project planning and implementation; sometimes taking the lead on defined project activities

### **Financial Management**

- Accurately process invoices and input financial data into systems to support the tracking of team/department budgets.

### **Process Improvement**

- Proactively and continually review relevant processes and systems within own area of work and make suggestions to improve efficiency.

### **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it in the team and/or department.

### **Knowledge/Qualifications/Skills/Experience required**

- Passionate about delivering a high quality Talent Acquisition process resulting in outstanding talent for London Business School
- Prior experience in a recruitment environment, either in-house or within agency
- Sound working knowledge of standard IT packages, systems and/or databases.
- Excellent communication skills with the ability to engage a variety of stakeholders both internally and externally
- High attention to detail
- Outstanding time management skills with the ability to organise and prioritise at times within a pressurised environment
- Proactive approach to relationship development with colleagues
- Good team working skills and the ability to work collaboratively, providing feedback throughout

### **KPIs:**

- High-quality support service provided to all stakeholders.
- Up-to-date diary management.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy of work and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Compliance with processes, procedures and standards.
- Accuracy of financial records and reports
- Contributions to process reviews and operational improvements.