

# JOB DESCRIPTION

<b>Job Title</b>	<b>Talent Acquisition Lead</b>		
<b>Reports to</b>	<b>Head of Talent Acquisition</b>		
<b>Department</b>	<b>People Team</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>3</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 provides proactive advice and support to School staff (non-academic) in order to help build the most engaged workforce where all staff are motivated to be their best at work.

The team is designed around three key areas: Business Partnering, Specialist People and a critical Operational engine, and provides a full People Service. The team work closely with Heads of Departments and line managers to support them in achieving their business goals through their people.

## Job Purpose

As one of two Talent Acquisition Leads within the Talent Acquisition Team you will be responsible for business partnering with stakeholders across the school to ensure a successful and collaborative recruitment process.

Duties include:

- Role initiation; meeting with line managers to discuss recruitment, get advert copy and job descriptions ready for campaign.
- Work with the internal People team to advise, roll out and lead on recruitment initiatives across the school.
- Advise on sourcing strategies, pulling on market knowledge.
- Liaise with both external and internal stakeholders at all levels to ensure a smooth and seamless candidate experience.
- Ensuring quality talent is being reviewed and moved into the recruitment process where necessary.
- Ensure recruitment is moving forward in the correct way, process improving where appropriate.
- Collect, analyse and review recruitment data to assist with recruitment activities and build reports as and when requested.
- Keeping the wider recruitment team aware of budgetary spend and recording this in an accurate manner.
- Contribute to recruitment or People projects as and when requested.

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

### **Key areas of accountability:**

#### **Delivery and Support**

- Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.

#### **Analysis and Reporting**

- Independently collate, cleanse and analyse data, and make recommendations based on analysis to support the department's decision making process.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

## **Compliance**

- Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.

## **Contractor Management**

- Oversee onboarding of contractors who are delivering services for an area of specialism for London Business School so that they are aware of the policies, procedures and key deliverables

## **Collaboration**

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.

## **Project Management**

- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

## **Financial Management**

- Monitor and review financial activity for own area of specialism to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.

## **Process Improvement**

- Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

## **People Management**

- Please read the people management accountabilities section at the start of this Job Family document, and refer to the most appropriate level based on team size or level.

## **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

## **KPIs:**

- Delivery of high-quality service in area of specialism.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Timely and robust onboarding of contractors.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.
- Up-to-date and accurate financial information for own service area.

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

- Bachelor's degree or equivalent experience.
- This may be supported by a specialist qualification.
- May be working towards relevant professional qualification.
- Good communication skills and the ability to break down technical issues and explain them in layman's terms.
- Experience of using software related to own area of specialism to extract, analyse and report on data.
- Good project management skills.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem solving skills.
- Positive experience of working within a customer-services orientated environment.
- Budget management experience

<b>Staff</b>	
<b>Budgets</b>	
<b>Date Updated</b>	