

					<b>ROLE PROFILE</b>	
					Resourcing & Partnerships Officer - CIDO	
<b>Reports to:</b>		Senior Manager – Resourcing and Partnerships				
<b>Grade:</b>		Professional Technical			<b>Job Family:</b> Human Resources	
<b>Leadership Responsibility:</b>		Direct Reports:	0	Indirect Reports:	0	<b>Regulatory Information:</b> Not Applicable
<b>Location:</b>		Binley, Coventry. Team-led hybrid working arrangements apply.			<b>Working Hours:</b> 35	
<b>ABOUT THE ROLE</b>						
<p>You will support the recruitment of CIDO resources to meet strategic resourcing objectives, engaging with a broad range of internal and external stakeholders and influencing outcomes.</p> <p>You will build and maintain effective relationships with external resourcing partners to ensure that Coventry Building Society are considered a partner of choice.</p> <p>You will provide line management style support to third party resources.</p> <p>You will compile service schedules and draft contracts for contingent and augmentation resources and ensure that these are managed effectively.</p> <p>You will be responsible for efficient on boarding, induction and off boarding activities.</p> <p>You will provide the CIDO Leadership team with management information, support and guidance to ensure that the CIDO headcount is compliant, effective, well utilized and delivers value.</p> <p>To maintain service business continuity and resilience you will be expected to work across all three team disciplines (Third Party, Permanent and Contingent resourcing). You will therefore need a flexible approach to workload management and have the ability to continuously maintain your skills and knowledge in all three disciplines.</p>						
<b>Third Party Resourcing</b>						
<ul style="list-style-type: none"><li>You will be responsible for the line management of third party resources vis a vis Society systems and will act as the point of contact for any operational queries</li><li>You will be responsible for management of the engagement, extension and leavers processes for third party resourcing including:<ul style="list-style-type: none"><li>Maintaining effective relationships with multiple external resourcing partners, attending regular meetings to brief requirements, gain progress updates, gain understanding of technology/access pre-requisites and where necessary highlight contractual issues and agree process improvement plans</li><li>Working closely with Supplier Relationship Managers on procurement and supplier management activities, including contractual due diligence.</li><li>Managing the quarterly headcount budget reviews of augmentation resources across multiple practices and suppliers.</li><li>Monitoring professional services Statements of Work and facilitating extensions and supporting exits as appropriate.</li><li>Managing the movement of supplier resource between Statements of Works and associated payment schedules.</li></ul></li></ul>						

- Working closely with the Procure to Pay specialists in the Office of the CIDO to ensure that invoices reflect the resourcing profile and agreed cost
- You will be responsible for the on-boarding of new third party resources, liaising with stakeholders in the Practices, Product portfolios, Facilities, Access Control and Service Desk to ensure that the appropriate equipment, systems and buildings access is in place for new starters, including those working off-shore.
- You will be responsible for the off boarding of third party resources, removing system and building access and managing the return of the Society's equipment, including assets sent overseas.
- You will schedule and conduct inductions for third party new starters as appropriate.
- You will ensure that all third party resources complete mandatory LMS lessons and ensure that regulatory requirements are met.
- You will complete regular Data Management reviews to ensure that third party resources have the appropriate levels of access to fulfil their role
- You will maintain accurate data and deliver insightful MI tracking recruitment, retention, attrition and cost

### **Contingent Resourcing**

- You will be responsible for management of the engagement, extension and leavers processes for contingent resourcing including:
  - Completion of service schedules and drafting contracts
  - Acting as the conduit between the organization's Managed Service Provider and other external resourcing partners for all CIDO contingent processes.
  - Maintaining effective relationships with external resourcing partners, attending regular meetings to brief requirements, assess progress and where necessary improve process.
  - Provision of training, support and guidance to Practice Managers on the contingent process and advice to support proactive contract management and compliance with policies.
  - Managing the contingent process in the Procure to Pay system and Workday.
  - Ensuring that contingent day rates are in line with the approved rate card for each role
- You will be responsible for the on-boarding of new contingent resources, liaising with stakeholders in the Practices, Product portfolios, Facilities, Access Control, Service Desk and HR to ensure that the appropriate equipment, systems and buildings access is in place for new starters.
- You will be responsible for the off boarding of contingent resources, removing system and building access and managing the return of the Society's equipment.
- You will schedule and conduct inductions for contingent new starters as appropriate.
- You will maintain accurate data and deliver insightful MI, tracking recruitment, retention, attrition and cost
- You will complete regular Data Management reviews to ensure that contingent resources have the appropriate levels of access to fulfil their role

### **Permanent Resourcing**

- You will support the implementation and delivery of recruitment campaigns and events, working closely with HR colleagues to ensure optimum candidate experience.
- You will support internal stakeholders in the recruitment of CIDO resources, utilising a range of partnership relationships to meet both demand generated by the Product portfolio and functional areas.
- You will maintain effective relationships with external resourcing partners, scheduling regular meetings to brief requirements, gain progress updates and where necessary improve process.
- You will provide training, support and guidance to Practice Managers on the perm recruitment process
- You will be responsible for the on-boarding of new CIDO resources, liaising with stakeholders in the Practices, Product portfolios, Facilities, Access Control, Service Desk and HR to ensure that the appropriate equipment, systems and buildings access is in place for new starters.

- You will be responsible for the off boarding of permanent resources, removing system and building access and managing the return of the Society's equipment.
- You will schedule and conduct inductions for CIDO new starters.
- You will maintain accurate data and deliver insightful MI, tracking recruitment, retention, attrition and cost
- You will complete regular Data Management reviews to ensure that CIDO resources have the appropriate levels of access to fulfil their roles

#### **ABOUT YOU**

You will have:

- A 'Can Do' attitude and a sense of ownership
- A drive and passion to make CIDO a great place to work
- A focus on taking the initiative and developing original ideas to old problems
- A proactive and growth mind-set; developing your skills and learning will come naturally
- A hunger to drive continuous improvement
- High resilience and ability to deliver under pressure and to tight time scales

#### **REQUIREMENTS:**

- Excellent stakeholder management skills
- Excellent written, oral communication and presentation skills
- Advanced knowledge of MS Excel and Word with a good working knowledge of PowerPoint and Visio
- The ability to manipulate and assimilate and interpret data and report results; developing reporting capabilities and frameworks and presenting information in various formats suitable to different audiences.
- Working knowledge of Confluence is desirable.
- Knowledge of CBS policies, processes, systems, compliance requirements, infrastructure, methods and procedures used would be an advantage but not essential.

<b>YOUR KEY RESPONSIBILITIES.</b> (Additional detailed performance objectives will be set by your manager)	
<b>General Profile</b>	<ul style="list-style-type: none"> <li>• Management of CIDO recruitment activities across 3 team disciplines.</li> <li>• Management of on-boarding, extension and leavers contracting and processing.</li> <li>• Develop and maintain relationships with external resourcing partners and internal stakeholders</li> <li>• Manager the Recruitment Inbox and maintain agreed SLAs</li> <li>• Update Contingent, Permanent and Third Party Trackers to ensure a up to date view of CIDO headcount</li> <li>• Assist in the development and continuous improvement of recruitment and third party management processes</li> </ul>
<b>People &amp; Relationships</b>	<ul style="list-style-type: none"> <li>• Regular engagement with CIDO Practice and Product Portfolio Leads regarding recruitment activity</li> <li>• Regular engagement with multiple resourcing partners</li> <li>• Provides recruitment process training for line and practice managers</li> <li>• Conducts departmental inductions</li> </ul>
<b>Governance, Risk &amp; Controls</b>	<ul style="list-style-type: none"> <li>• The role is responsible for the enforcement of existing recruitment, procurement policies and control processes. This includes identification of any control gaps or weaknesses and implementation of solutions to improve the management risk within CIDO.</li> <li>• Ensures compliance with regulatory standards concerning data management</li> <li>• Ensures compliance with regulatory standards concerning behaviours</li> </ul>
<b>Impact, Scale &amp; Influence</b>	<ul style="list-style-type: none"> <li>• Ensures that headcount budget is in place to fund vacancies.</li> <li>• Challenges day rates and pay scales as appropriate to ensure alignment with reward framework and agreed partner rate cards</li> <li>• Ensures that recruitment activities adhere to agreed SLAs</li> <li>• Maintains effective relationships with partners and suppliers</li> </ul>
<b>Decision Making / Problem Solving</b>	<ul style="list-style-type: none"> <li>• The role is responsible for undertaking a level of MI analysis and interpretation. This includes MI relating to recruitment activity. The role is required to prepare analysis reporting along with interpretation and recommendations of actions to address deviations for the CIDO leadership team.</li> </ul>
<b>Comparable Roles</b>	Analyst - TBC