

# BURO HAPPOLD

<b>Job title</b>	<b>Talent Acquisition Operations Specialist</b>
<b>Grade</b>	Senior
<b>Discipline</b>	Talent Acquisition
<b>Cost Centre Code</b>	HR99
<b>Business Unit</b>	Business Services
<b>Office Location</b>	Bath
<b>Hiring Manager</b>	Global Director of Talent Acquisition
<b>Reporting to</b>	Global Director of Talent Acquisition
<b>People Management</b>	Not applicable in this role

## Job purpose

This pivotal role within the Global Talent Acquisition (TA) team reports directly to the Global Director of Talent Acquisition. The position collaborates with our global TA community to ensure operational excellence whilst supporting an exceptional experience to our candidate and hiring managers.

You will be our applicant tracking system Subject Matter Expert (SME) the role requires somebody who is systems and data savvy, able to continuously improve processes and provide Talent Acquisition insights.

## Key Accountabilities

- Subject matter expert regarding recruitment processes and understanding of regional nuance in a global practice.
- Subject matter expert regarding the Applicant Tracking System (ATS) , called Tribepad.
- Working with global recruitment teams as well as the People Technology team to continuously develop and optimize the system to enhance the experience for applicants, recruiters, and hiring managers.
- Manage and solve queries from the TA team and other users and provide systems training as needed in a prompt manner.
- Ensure compliance with agency partners, maintain recruitment trackers to demonstrate cost savings, and manage the distribution and terms of business for agencies.
- Partner with our external ATS provider, Tribepad to manage system updates, ticketing system and improvements and able to challenge Tribepad on unresolved tickets or matters.
- Able to engage with Tribepad and the Global Recruitment Manager, to influence product enhancements that supports global processes.
- Provide support to the global team for all Tribepad queries, ensuring a positive experience for ATS users.
- Train our global Preferred Supplier List (PSL) of recruitment agencies on the recruitment portal and ensure regional TA teams are skilfully trained to release roles to those agencies, via the ATS.
- Deliver ongoing training and guidance on ATS best practices to all users, this may extend to hiring managers.
- Maintain accurate and up-to-date documentation on the ATS.
- Manage global recruitment trackers and agency data, including the use of Tribepad, Terms of Business, and the Preferred Supplier List (PSL) of recruitment agencies.
- Proactively drive internal ATS audits globally to record and manage systems improvements.
- Generate reports and provide insights to the talent acquisition team to drive high performance.
- Serve as the initial point of contact for recruitment queries across the business, managing and actioning emails sent to the recruitment inbox.

- Support global TA teams with Social Media campaigns in conjunction with the Global Recruitment Manager and Global Social Media Lead that supports a schedule for global CRM and attraction plans within the system.
- Provide guidance and support on the initial onboarding and contract process to TA and HR Shared Services.
- Assisting with ad-hoc projects alongside the Global Recruitment Manager

### **Skills & Experience**

- Experience of recruitment processes and familiarity of applicant tracking systems
- Proficient communicator across a global TA function
- Excellent problem-solving and able to diagnose and resolve technical issues
- Attention to detail - data accuracy, tracking and reporting are essential skills
- Able to communicate with internal- and external stakeholders at all levels professionally and speedily
- Pro-active – be adaptable, seek solutions, be flexible, approachable, and motivated
- Able to build strong relationships quickly with colleagues, candidates and suppliers
- Efficient time management skills - enabling you to prioritise multiple tasks at once
- We are looking for a candidate with a growth mindset, who will foresee and initiate opportunities