

Job Title:	Unitemps Branch Manager
Grade:	Grade 7
Location:	Unitemps Branch Office, Falmer Campus
Responsible to:	Service Efficiency & Effectiveness Lead
Direct reports:	1 x Unitemps Internal Consultant 1 x Unitemps External Consultant
Key contacts:	HR; Finance; Student Experience; Professional Services staff across the University
Role description:	The primary responsibility of this role is to manage the University Unitemps branch by generating revenue and building relationships with internal departments within the University, as well as developing commercial sales across the area local to the University. The post-holder will develop a sales and marketing strategy to identify new internal business opportunities, grow existing accounts and lead, motivate and develop the recruitment team. The Branch Manager will have responsibility for the growth of their own internal client portfolio within the University, as well as overall management of external recruitment to achieve turnover targets. The post-holder is also responsible for identifying and organising marketing activities for the business to raise further awareness of Unitemps as a brand.

PRINCIPAL ACCOUNTABILITIES

1. Manage, promote and maintain high-quality Unitemps services engendering a culture of continuous improvement.
2. Manage the operational outputs of the branch.
3. Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.
4. Work in partnership with other key stakeholders to ensure seamless service.

5. Work in partnership with the Unitemps Franchise Manager and engage proactively with other Unitemps branches.

KEY RESPONSIBILITIES

New Business Development

1. The post-holder will be expected to develop a clear new business development plan to expand internal sales volumes in existing departments and explore opportunities to move Unitemps into new areas within the University
2. Arrange and attend meetings with key stakeholders within the University to promote the Unitemps service
3. Oversee the commercial sales team with regard to implementation of new business development activities. This includes identification of sales leads, telesales, client prospect meetings, networking opportunities and the development of appropriate sales and marketing materials
4. Work with the Unitemps Franchise Relationship Manager with regard to identification and allocation of key accounts across the franchise network and ensure consistency of service supply
5. Arrange and attend any relevant student fairs and open days to promote the service and increase the candidate base

Account Management

6. Ensure high levels of customer satisfaction with Unitemps services through a programme of regular progress meetings with existing clients, to expand usage and cross-sell other services.
7. Act as point of escalation for any issues with regard to service levels, or problems with performance management of temporary staff supply
8. Contract and price negotiation with clients if relevant

Sales and Marketing Planning

9. Contribute to the Unitemps Strategic five-year planning process with regard to sales, marketing and pricing strategy
10. Project management as required with regard to expansion of commercial business

Commercial Team Staff Management and Development

11. Recruitment, training and appraisals of staff within the team

12. Development and monitoring of appropriate KPIs to assess sales activity and performance
13. Regular team meetings to update and develop staff
14. Ensure team understanding and application of operational standards are embedded in the team culture and methods of working
15. Foster an ethos of continuous improvement within the Branch

Vacancy and Candidate Management

16. Ensure the prompt and efficient advertising of all external vacancies, shortlisting of candidates, interview arrangements and administration of placed candidates
17. Monitor potential candidate supply and assessment of appropriate advertising mediums to attract suitable candidates for each role
18. Monitoring of client and candidate advertising and marketing expenditure against agreed budgets

Payroll

19. Run the monthly payroll via specialist recruitment database (ADAPT) each month, ensuring that all staff are paid correctly
20. Invoicing internal and external clients

Franchise Meetings

21. Have regular liaison with the Unitemps Franchise Relationship Manager to ensure all business development and processes are being adhered to
22. Attend quarterly meetings with Unitemps Warwick to assess performance of the branch and sales figures

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

INDICATIVE PERFORMANCE CRITERIA

- Leading a team of 2 staff

- Work within set budget and income targets
- Responsible for the Unitemps Branch office
- Responsible for the achievement of targets set within the Unitemps Franchise Agreement
- The post holder reports to the Service Efficiency & Effectiveness Lead, working under general direction within a clear framework the post holder will manage their own work (and possibly their direct reports) to achieve their agreed objectives. The role holder will play a key role in supporting the University to achieve strategic and operational goals. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
- Support achievement of the Unitemps Branch compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.
- Balance effectiveness and cost-efficiency in the management of the budgets you are accountable for, demonstrating compliance with Value for Money and Return on Investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Educated to degree level, or other equivalent qualification, or relevant level of experience.
2. The post-holder must have a proven track record in achieving recruitment sales targets. Must be able to identify new sales and marketing opportunities and act upon these.
3. A sound understanding of the recruitment market and business development at a senior level is essential.
4. Excellent communication skills will be required as the role will involve delivering presentations to prospective clients and at networking events, as well as the

ability to produce convincing sales materials, sales and marketing strategies, plans and reports

5. Must have good interpersonal skills and the ability to develop long-term relationships with clients at all levels.
6. Effective management skills
7. Will be aware of new developments within recruitment, particularly with regard to legislative changes and issues affecting the HE/FE sector.
8. Must be computer literate in the use of Microsoft applications and have an awareness of online recruitment methods.
9. Organisational skills and an ability to operate in a fast-paced recruitment environment.
10. Ability to travel within the UK. Driving licence and own transport highly desirable.

DESIRABLE CRITERIA

1. Previous knowledge or experience of the ADAPT recruitment database or similar would be advantageous, but training will be given
2. Prior experience of working within a HE institution
3. Relevant professional qualification gained in recruitment, sales or marketing would be beneficial but not essential