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Job Description			
Job Title	London Search Consultant	Job Holder	N/A
Author	L Rock	Date Created	06/08/2020
Date Reviewed		Next Review Date	06/08/2021

This Job Description sets out the scope, duties, responsibilities and working practices that the Job Holder is required to undertake, discharge and demonstrate on an ongoing basis.

As the business, Job Role and Job Holder develop, new items may be added to the Job Description and redundant items removed.

This document should be reviewed at each performance review meeting and updated where appropriate. If an Employee considers that their Job Description is inaccurate or incomplete in any respect they must inform their line manager without delay so that this can be addressed and where appropriate rectified.

Outline Description of Role

1. Taking in new jobs and consulting the client on their household needs.
2. Matching client vacancies with existing and new candidates
3. Generating new candidates for the business by registering and doing full compliance on 52 candidates a year / 2 a week (approx. / 8/9 per month).
4. Generating new jobs of other staff needed in a household for the company through references checks and speaking to your clients.
5. A rolling average of £10,000.00 or more on paid in billing should be achieved monthly
6. Leading on process and acting as facilitator to attain suitable placements whilst ensuring an excellent standard of service and compliance with Company procedures.

Key:

C – Of Critical Importance and Central to Job Role

D – Desirable

Responsibilities		C	D
1.	Compliance with Company policies and working practices to ensure best practice and consistency	✓	
2.	Meeting financial performance targets	✓	
3.	Meeting Candidate generating targets	✓	
4.	Effective liaison with clients and candidates and throughout application / recruitment processes	✓	
5.	Source candidates who match client requirements	✓	
6.	Promotion of the Company brand and its products/services wherever appropriate	✓	
7.	Building and maintaining good relationships with clients and candidates	✓	
8.	Contributing to team / business growth and development		✓

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Duties		C	D
1.	Attend to incoming communication by phone, email, post, etc, in a prompt and business-like manner (including answering colleague's phones during periods of absence)	✓	
2.	Source, Meet and register new candidates	✓	
3.	Assist candidates to produce a suitable c.v.	✓	
4.	Communicate suitable new vacancies to existing candidates	✓	
5.	Send client Terms of Business and ensure these are signed and returned prior to commencing work	✓	
6.	Identify client requirements drawing a distinction between 'essential' and 'desirable' requirements	✓	
7.	Consistently share information about client requirements and candidate with colleagues	✓	
8.	Advise clients and manage their expectations regarding potential candidates and the market	✓	
9.	Write structured profiles for candidates and publish them on the website as appropriate	✓	
10.	Communicate fees that are payable effectively and consistently to clients	✓	
11.	Match suitable existing candidates to new positions wherever possible	✓	
12.	Draft accurate and professional advertisements and finalise these with client input and agreement	✓	
13.	advertisement to be placed on all platforms Eden arranges for you where appropriate	✓	
14.	Shortlist applications against 'essential' client requirements	✓	
15.	Send applications to clients	✓	
16.	Support candidates as appropriate throughout application processes		✓
17.	Arrange interviews / trial periods	✓	
18.	Support interview process by reference to 'essential' and 'desirable' criteria and other appropriate general suitability indicators		✓
19.	Keep and maintain accurate notes of interviews or advise client to do so	✓	
20.	Advise and assist clients to select and appoint successful candidate	✓	
21.	Provide feedback to unsuccessful candidates	✓	
22.	Take up references where appropriate and vet references responses against application making further enquiries wherever necessary	✓	
23.	Obtain DBS clearance for persons applying for positions involving contact with children or other vulnerable persons	✓	

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24.	Obtain and check candidate qualification documents	✓	
25.	Assist in writing and/or send offer letters, receive and process acceptances	✓	
26.	Assist with send sample contracts contract of employment to be issued to successful candidate	✓	
27.	Assist / arrange for contract of employment to be issued to successful candidate	✓	
28.	Chase unpaid invoices	✓	
29.	Follow up on placements with clients / candidates		✓
30.	Update and maintain accurate Company documents, data and other records	✓	
31.	over colleagues' desks during periods of absence	✓	
32.	Mentor new employees as required	✓	
33.	Champion and promote new initiatives		✓
34.	Ensure an appropriate level of confidentiality at all times	✓	
35.	Attend meetings as required	✓	
36.	Work with colleagues to share good practice and ensure a broad consistency of approach	✓	
37.	Build strong working relationships based on credibility and open communication	✓	
38.	Undertake any other duties and responsibilities commensurate with the grade of the post		✓

Compliance		C	D
1.	Be aware of and comply with all Company rules / policies	✓	
2.	Ensure compliance with Data Protection Act, and in particular that client and candidate data is kept confidential and only processed for the reasons it was provided.	✓	
3.	Report any concerns regarding breach of duty, bribery, whistleblowing or any other unethical or unlawful practice by any person to the Company's management without delay.	✓	
4.	Ensure Terms of Business are sent out and signed off as appropriate	✓	
5.	Ensure relevant safeguarding checks completed (i.e. DBS and referencing)	✓	

Employee's Signature		Date	
Line Manager's Signature		Date	

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Person Specification			
Job Title	Search Consultant	Job Holder	N/A
Author	L Rock	Date Created	06/08/2020
Date Reviewed		Next Review Date	06/08/2021

This person specification defines the type of person required, and describes the essential and desirable skills, knowledge, qualifications, specific conditions and competencies required to undertake the duties of the job description.

As the business, Job Role and Job Holder develop new items may be added to the Person Specification and redundant items removed.

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Outline of Key Abilities

Excellent organisational, communication multitasking skills together with a strong commitment to quality service.

Key:

E – Essential

D – Desirable

Qualifications		E	D
1.	None		

Knowledge & Understanding		E	D
Able to evidence and apply up to date secure knowledge and understanding of:			
2.	REC Code of Practice	✓	
3.	Data protection considerations	✓	
4.	Recruitment process	✓	
5.	Appropriate selection criteria	✓	
6.	The private staffing market on salaries etc.	✓	
7.	understanding some elements of employment Law more specifically the Equality Act 2010	✓	

Skills		E	D
1.	Demonstrate good organisational skills and ability to undertake duties within required time-frames	✓	

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2.	Demonstrate ability to multi-task and prioritise work appropriately	✓	
3.	Ability to provide accurate and appropriate advice to clients and candidates	✓	
4.	Written and spoken English to a good standard	✓	
5.	Ability to read and respond to emails and calls without unreasonable delay	✓	
6.	Ability to effectively deal with, de-escalate and resolve problems / complaints	✓	
7.	Ability to self-manage own desk & clients and use initiative where appropriate	✓	
8.	Intermediate to high level of IT skills		✓

Experience		E	D
1.	Experience in the field of recruitment	✓	
2.	Experience of work in a similar role		✓
3.	Previous office experience		✓

Personal Attributes		E	D
Able to consistently demonstrate:			
1.	Ability to communicate effectively and work well within a team	✓	
2.	Demonstrate enthusiasm and dedication to quality and excellent service	✓	
3.	Willingness to 'go the extra mile'	✓	
4.	Highly personable in approach to communication with clients and candidates	✓	
5.	Consistently polite and respectful to colleagues	✓	
6.	Calm and focused when under pressure		✓

Employee's Signature		Date	
Line Manager's Signature		Date	