

## Recruitment & Training Executive

Reports to: Recruitment & Training Manager

### Objectives of the role

- This position will be home based with occasional travel to our head office in Chester. The candidate will be Southern based and required to travel across the South from Kent to the South West. (circa 8 days per month).
- The Recruitment and Training Executive is the first point of contact for any potential licensee and is pivotal in ensuring that each enquiry is dealt with quickly and efficiently in line with company process and service level agreements.
- The position involves excellent communication skills, both verbal and written as well as on occasion, being involved in face to face interviews with potential licensees.
- This is an extremely busy role and we will therefore require candidates who are able to work under pressure, meet deadlines and represent the company at regional open days.
- Planning and prioritising the recruitment and training needs of Business Development Managers is essential.
- In addition to recruitment, it is the responsibility of the Recruitment & Training Executive to plan and execute training programmes in the Southern region for Admiral Taverns licensees and their staff.
- Whilst the role is home based and you are expected to be comfortable to work from home, you will receive training and support from your line manager and the wider team.

### Responsibilities

- Handle enquiries by telephone from potential licensees
- Take steps to support and ensure the letting pubs activity is proactive and effective
- Telephone screen and hold face to face interviews for potential licensees
- Filter and direct enquiries to the BDM as appropriate
- Process application forms and credit checks.
- Ensure all administration is dealt with according to company procedures
- Plan and liaise with external third party advertising companies
- Manage the process of ordering to-let boards
- Update Admiral Taverns website
- Follow the appropriate letting guidelines under the Code of Practice
- Manage and communicate with Admiral Taverns database of potential licensees
- Plan and deliver e-shots through digital platforms including MailChimp
- Driving proactive Regional events for the Field Ops Teams being present on the day as required
- Maintain up to date records for the Recruitment & Training Manager on all aspects of the licensee recruitment process and vacancy status of the estate
- Be involved with industry recruitment initiatives and company initiatives as requested
- Drive and promote the engagement of training workshops through new licensees ensuring all courses run profitably and in line with budget
- Supporting BDMs with promoting training across their regions through a variety of tools such as e-shots, written communication, telephone calls and text reminders
- Coordinate all training workshops from start to finish
- Promote and deliver other training initiatives including apprenticeships, on-line learning and personal license bookings.

### Requirements

The successful applicant must possess the following attributes.

- Ability to influence and engage along with building strong relationships with potential licensees and Field Operations teams
- IT skills (Including all Microsoft packages such as Word and Excel)
- You will be self sufficient and confident, on the telephone and in person

- Organised approach to working by demonstrating versatility and flexibility. The ability to work on your own and self-motivate is a must but equally be able to work as part of a small team.
- Good attention to detail is essential
- Knowledge of the hospitality industry (desirable however not essential)
- Be able to work at pace in a forever changing environment
- Full UK Driving License and use of your own car

**Admiral Taverns Values and Behaviours**

Core to the Group's ongoing success is the strength of our team. We are incredibly proud of the culture we have developed across our business. Our team are passionate, hardworking, dedicated and ambitious. Our team developed the company values themselves which means that we live these through to the core of our business. Everything we do as an organisation revolves around supporting and enabling our licensees to make their business the very best it can be.



**Behaviours**

1. Clarity for all
2. Positive attitude
3. Passion to succeed
4. Collective accountability
5. Mutual trust
6. Achieve together



**Behaviours**

1. Show empathy
2. Listen and understand
3. Support, guide, develop
4. Communicate clearly
5. Recognise and appreciate
6. Respect each other



**Behaviours**

1. Don't fear failure
2. Make impossible possible
3. Innovate and motivate
4. Remove barriers
5. Aim higher
6. Make a difference



**Behaviours**

1. Take ownership
2. Can do attitude
3. Exceed expectations
4. Aim high
5. Challenge positively
6. Deliver on time

