

Recruitment & Training Administrator

Reports to: Recruitment & Training Executive

Head of Department: Head of Recruitment and Ops Admin

Objectives of the role

- This position is office based in Chester with some occasional travel required.
- The Recruitment and Training Administrator 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 and general administration duties as well as on occasion, being involved in face to face interviews with potential licensees.
- This is an extremely busy role and will require somebody who is good at working under pressure, meeting deadlines and on occasion represent the company at regional events.
- Planning and prioritising the recruitment and training needs of Business Development Managers and Recruitment & Training Execs.
- Being able to write and promote pub vacancy details for showcasing is essential.
- In addition to recruitment, it is the responsibility of the Recruitment & Training Administrator to administrate the attendance all licensee training.

Responsibilities

- First point of contact for queries and support, alongside handling enquiries by telephone from potential licensees
- Take steps to support the Recruitment & Training Executives with administration duties and marketing activity in line with company procedures, including the administration of training courses and e-learning.
- Telephone screen individual callers and determine next steps
- 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
- Manage the process of ordering to-let boards
- Update Admiral Taverns website and pub letting details
- Manage and communicate with Admiral Taverns database for potential licensees
- Plan and deliver e-shots through digital platforms
- Prepare and support the Recruitment & Training Execs with Regional events and on occasion be present at these events.
- Be involved with industry recruitment initiatives and company initiatives as requested
- Support in setting up industry memberships including arranging for all BSA licensees to commence BII Membership
- Support BDMs and Recruitment & Training Execs in promoting across the business through a variety of tools such as e-shots, joining instructions, telephone calls and text reminders
- Manage 'Admiral Taverns Pubs to Let' Social Media platforms including Facebook, LinkedIn, Instagram and Twitter to promote pub opportunities and events and responding to messages.

Personal qualities

The successful applicant must possess the following attributes.

- A strong communicator in both written and verbal contexts and with an excellent telephone manner and customer service skills
- Ability to work both as an individual or as a team
- Excellent organisational skills including ability to manage time and prioritise effectively, retaining a high level of attention to detail at all times
- Proficient IT skills (Including all Microsoft packages such as Word and Excel), it would be advantageous if the individual has knowledge in MailChimp and Word Press and is social media savvy
- Able to demonstrate versatility and flexibility in approach and ways of working
- Able to prioritise and balance the needs of the business

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



Admiral Taverns is committed to equal opportunities for all and to the provision of a diverse and non-discriminatory working environment.