

Role profile



Role title:	Recruitment and Training Executive
Reports to:	Head of Recruitment and Ops Support
Department Head:	Head of Recruitment and Ops Support
Location:	Hybrid – Head Office based, office working 2-3 days per week

Objectives of the role

- This position is office based in Chester with some travel required. (circa 6-8 days per month)
- The Recruitment and Training Executive is the first point of contact for applicants 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 who can 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 the day to day training programmes in specific regions for Admiral Taverns licensees and their staff.

Key Responsibilities

- Handle enquiries by telephone from potential licensees.
- Take steps to support and ensure the lettings process 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.
- Write letting details and promote pubs via the Admiral Taverns website.
- Follow the appropriate letting guidelines under the Code of Practice.
- Manage and communicate with potential applicants.
- 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 Head of Recruitment 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 licensee training workshops and ensure 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.

Skills and Experience

- The successful applicant must possess the following attributes.
- An excellent telephone manner with good communication skills.
- 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).
- Organised approach to working by demonstrating versatility and flexibility. The ability to work on your own initiative as well as part of a team is a must!
- 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

Working Arrangements:

This is a Hybrid Role. The requirement is 2-3 days in Head Office per week dependent on business need.

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

