

Role profile

Role title:	Recruitment & Training Administrator
Reports to:	Senior Recruitment & Training Executive
Department Head:	Head of Recruitment
Location:	Head Office Based - Hybrid

Objectives of the role:

- The Recruitment and Training Administrator plays a crucial role as the first point of contact for potential licensees, ensuring all enquiries are responded to promptly and efficiently in line with company processes and service level agreements.
- The position also involves planning and prioritizing the recruitment and training needs of Business Development Managers (BDMs) and Recruitment & Training Executives (R&TEs), as well as writing and promoting pub vacancy details.
- Additionally, the administrator may participate in face-to-face interviews with potential licensees.
- Moreover, the Recruitment & Training Administrator is responsible for coordinating all licensee training attendance.

Key Responsibilities:

- Serve as the first point of contact for enquiries and support, including handling telephone enquiries from potential licensees.
- Assist Recruitment & Training Executives with administrative tasks and marketing activities according to company branding, including managing training courses and e-learning.
- Conduct telephone screenings for potential licensees and determine appropriate next steps.
- Process application forms and conduct credit checks.
- Ensure all administrative tasks comply with company procedures.
- Order "To-Let" boards.
- Update the Admiral Taverns website with pub letting details.
- Communicate with the Admiral Taverns database for potential licensees.
- Plan and execute e-shot campaigns through digital platforms.
- Prepare materials and support R&TEs with regional events, occasionally attending these events.
- Participate in industry recruitment initiatives and company-led initiatives as required.
- Assist in establishing industry memberships.
- Support BDMs and R&TEs in promoting opportunities across the business using various tools, including e-shots.
- Monitor Admiral Taverns' "Pubs to Let" social media platforms (Facebook, LinkedIn, Instagram, and Twitter), promoting pub opportunities and events, and responding to messages.
- Professionally represent the company at regional events when necessary.

Skills and Experience:

- Strong communicator with excellent written and verbal skills, a professional telephone manner, and outstanding customer service abilities.
- To be capable of working under pressure, meeting deadlines, due to the fast-paced nature of the role (essential)
- Capable of working independently and as part of a team.
- Excellent organisational skills, with the ability to manage time effectively, prioritise tasks, and maintain high attention to detail.
- Proficient in IT, including Microsoft Office Suite (Word, Excel), with additional knowledge in MailChimp, WordPress, and social media platforms being advantageous.
- Demonstrates versatility and flexibility in approach and working methods.
- Ability to prioritise and balance the various needs of the business effectively.

Working Arrangements:

This position is Head Office based hybrid, whereby attendance in the office on Mondays and Tuesdays, and the flexibility to work remotely from home for the remainder of the week.



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.

ONE TEAM

WE WORK TOGETHER IN A POSITIVE AND INCLUSIVE WAY

Collaboration and accountability
Be supportive and open
Motivate yourself and others

WE CARE

WE RESPECT AND CARE ABOUT OUR TEAM, LICENSEES AND OPERATORS AND DEMONSTRATE THIS IN OUR ACTIONS

Honesty and integrity
Empathy and compassion
Communicate with clarity to all

MAKE A DIFFERENCE

WE STRIVE TO MAKE THINGS BETTER

Take ownership and lead by example
Give and accept positive challenges
Deliver ambitious results

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