

Role profile



Role title:	Recruitment & Training Administrator
Reports to:	Snr Recruitment & Training Administrator
Department Head:	Head of Recruitment
Location	Hybrid- 2 days in the office per week.

Role Summary:

We're looking for a Recruitment & Training Administrator to be the welcoming voice of our recruitment process—guiding potential licensees through their first steps to running a pub with us.

In this pivotal role, you'll be the first point of contact for potential licensees, ensuring every enquiry is handled efficiently and professionally in line with our company's high standards. With excellent communication skills (both written and verbal)—you'll provide vital support to our recruitment team supporting with general administrative tasks.

Key Responsibilities:

- Serve as the first point of contact for enquiries and support, including telephone screening from potential licensees and determine appropriate next steps.
- Assist Recruitment & Training Executives with administrative tasks and marketing activities according to company branding, including managing training courses and e-learning.
- Process application forms and conduct credit checks.
- Ensure all administrative tasks comply with company processes.
- Order To Let boards.
- Update the Admiral Taverns website with pub letting details.
- Communicate with the Admiral Taverns database for potential licensees through telephone and email.
- Plan and execute e-shot campaigns through digital platforms.
- Prepare materials and support R&TEs with regional events, occasionally attending these events.
- Assist in setting up industry memberships and tracking pub listings.
- Monitor Admiral Taverns' Pubs to Let social media platforms (Facebook, LinkedIn, Instagram, and Twitter), promoting pub opportunities and events along with responding to messages.

Key Skills and Attributes

The ideal candidate should possess the following skills and attributes:

- Strong communicator with excellent written and verbal skills, a professional telephone manner, and outstanding customer service abilities.
- 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 preferred but not essential.
- Demonstrates versatility and flexibility in approach and working methods.
- Ability to prioritise and balance the various needs of the business effectively.

Working Arrangements:

- This is a hybrid role which is Head office based. Office attendance is required in Chester on Mondays and Tuesdays, and the flexibility to work remotely from home for the remainder of the



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.



WE WORK TOGETHER IN A POSITIVE AND INCLUSIVE WAY

Collaboration and accountability
Be supportive and open
Motivate ourself and others



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.