

RECRUITMENT CONSULTANT

Reference Number: ST0320

Details of standard

Role Overview

Predominantly employed within the recruitment sector, the recruitment consultant's role is to identify and secure job opportunities within client organisations. They attract candidates and successfully place them in those jobs in return for a fee. A recruitment consultant may focus on the supply of flexible workers, permanent placements or a combination of both. Typical responsibilities for a recruitment consultant are:

1. Identifying, qualifying and securing client recruitment opportunities in line with corporate and personal goals
2. Identifying, assessing and placing suitable candidates to meet client requirements in order to achieve revenue in line with corporate and personal goals
3. Developing and manage client / candidate relationships to ensure high levels of customer satisfaction and quality standards
4. Meeting all procedures and carrying out relevant processes to ensure industry codes of ethics and relevant legislation are adhered to

A career in recruitment as a recruitment consultant can appeal to those individuals who possess an entrepreneurial outlook. It provides the opportunity for reward and high earning potential. Many opportunities arise in the recruitment sector for personal and professional development, such as team leader and or managerial roles.

Core Technical Knowledge and Understanding

A Recruitment Consultant will need to understand:

- How to establish, negotiate and agree terms and conditions of business with clients
- All necessary processes, payment and aftercare services in line with company policies
- The different recruitment models (eg. Temporary, Permanent, Contract Recruitment, Executive Search etc)
- Agreed job-related Key Performance Indicators (KPIs, e.g. vacancies taken, calls made, interviews etc) and how they will be assessed and measured during the apprenticeship
- How to ensure candidates and clients receive a professional and comprehensive recruitment service
- How to develop successful sales techniques for recruitment
- The principles of assessing people
- Candidate pay, client charge rates and contractual conditions within their sector in order to consult with and advise candidates and clients
- The legal, regulatory and ethical requirements and appropriate codes of practice when recruiting
- Employee rights and responsibilities including equality, diversity and inclusion

Core Technical Skills

A Recruitment Consultant will need to:

- Identify, progress and convert sales leads into new clients, candidates and placements as required
- Proactively and consistently strive to identify and obtain new business opportunities
- Source suitable vacancies in line with company policies and sales procedures
- Manage and profitably develop client relationships
- Identify and attract candidates using all appropriate methods to fill jobs
- Monitor responses/applications received and make sure that candidate applications are processed efficiently
- Shortlist and present suitably qualified applicants against defined job vacancies
- Manage the recruitment and selection processes by effectively liaising with the client, candidate and internal teams
- Successfully place suitable candidates with clients
- Advise clients and candidates on the legal, regulatory and ethical requirements and appropriate codes of practice when recruiting
- Advise candidates and clients on employee rights and responsibilities including equality, diversity and inclusion
- Accurately complete all necessary processes, payment and aftercare services
- Meet agreed Key Performance Indicators (vacancies taken, calls made, interviews etc)
- Be able to accurately utilise company management systems and follow payroll billing procedures including accurate database management complying with relevant legislation
- Conduct professional discussions with clients and candidates using all mediums as appropriate
- Seek and provide feedback in a professional manner at all times to candidates and clients
- Conduct regular service reviews with both clients and candidates to ensure continuous improvement
- Accurately record candidate and client information on the recruitment database
- Escalate non-compliance where appropriate

Core Behavioural Attributes

Behaviour

Example

Self-motivation

Someone who takes independent action to meet and
exceed KPIs without being asked

Courage and ability to effectively challenge poor practice

Someone who uses their knowledge of recruitment law to identify bad practice and suggest
improvements

Enterprise and entrepreneurship

Someone who proactively seeks opportunities and
acts upon them

Tenacity and resilience

Someone who continues to make effective

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| | canvassing calls despite having to repeatedly overcome objections |
| Ambition, drive and determination | An individual who has made a plan for their professional development and career opportunities |
| Confident, assertive and persuasive communicator | Someone who uses a range of communication and influencing techniques to build sound relationships both externally and internally |
| Innovative | Someone who seeks new ways to achieve tasks |
| Attention to detail | Accurate data entry of candidate and/or client details |
| Ethical customer focused approach | An individual who operates under the spirit of codes of practice, ethics and the law |
| Are very organised | An organised individual would be able to organise their time in an efficient manner |
| Good questioning and listening | Someone who can pay attention, interact and support a conversation, probing for further information when required |
| Demonstrate problem solving and decision making behaviours | Someone who can draw on previous experience and/or agreed procedures and policies to solve problems and make informed decisions |

Qualifications

To successfully complete this Apprenticeship the apprentice will need to complete one level 3 knowledge qualification and one level 3 competency qualification as listed below:

Knowledge:

- Level 3 Certificate in Principles of Recruitment or Level 3 Certificate in Recruitment Practice
- Level 3 NVQ Diploma in Recruitment

Apprentices without level 2 English, and Maths will need to achieve this prior to taking the end point assessment.

Professional Recognition and Progression

Recruitment consultant is a pivotal role within the recruitment sector. This apprenticeship provides successful learners with routes for progression into a number of more senior roles within the industry. Successful learners may choose to progress on to a higher level qualification or vocationally related programmes.

Learners who complete the qualifications above will also be eligible for professional registration of the Institute of Recruitment Professionals or Institute of Recruiters.

Review of Standard

This standard will be reviewed in three years

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Version log

| VERSION | CHANGE DETAIL | EARLIEST START DATE | LATEST START DATE | LATEST END DATE |
|---------|-----------------------|---------------------|-------------------|-----------------|
| 1.0 | Approved for delivery | 20/12/2017 | Not set | Not set |