



# RECRUITMENT PACK

**PA and HR & Recruitment Team Administrator**

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November 2017

# YOUR APPLICATION

Thank you very much for your interest in this post. We are looking to fill this vacancy and you can find further details on the role in this pack. In order to apply you should submit:

- An up-to-date CV which shows your full career history – we recommend that this is no longer than two pages;
- A covering letter explaining your interest in the role(s) and detailing how you are a good candidate for this post – we recommend that this is no longer than two pages and please state clearly which role(s) you are applying for;
- The declaration form – but completion of the equalities section is not mandatory, this is for monitoring purposes in line with our commitment to equality and diversity; and
- Indicate on the declaration form if you cannot attend on any days for the week that we have set aside for interviews.

Once complete, please send your application, by email to: [PA-adminx3@campbelltickell.com](mailto:PA-adminx3@campbelltickell.com).

Please note that applications can only be considered if all the documentation is complete.

## **Key dates:**

Closing date for applications: **Friday 17<sup>th</sup> November 2017**

Interviews: **ASAP**

Please note we will be looking at applications on a first come first serve basis. We would urge you to submit your application urgently, as we will close the vacancy in advance of the official closing date if we get a sufficient number of good applications.

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# WELCOME LETTER

With a head office in the shadow of Wembley Stadium, Campbell Tickell is an established management consultancy focusing principally on housing, regeneration, charities and social care, and with a growing involvement in sports and leisure – across the UK and Ireland. Our services span: strategic and business planning; governance and regulation; performance management; procurement; asset management and development; mergers; growth and new business; regeneration and stock transfer; customer services; communications and public relations; organisational development, human resources and recruitment. Alongside our central team of 25 staff, we have a network of around 150 freelance associate consultants.

The values of our consultancy are:

Straight talking and dealing;

A 'can do' approach rooted in practical reality rather than theory;

Working in partnership with clients, their customers and stakeholders;

Equality and diversity at the heart of our work; and

Environmental sustainability.

We are a well-established practice, with a fantastic first-time success rate in leadership recruitment; a high-quality consultancy offer; repeat and new clients; a strong market share with resources for expansion; and an unrivalled reputation for service quality and value. This adds up to a brand speaks of reliability, quality, honesty, imagination and verve.

The main focus of this role is to provide a PA and administrative support service to one of our main Partners, a Senior Consultant and the recruitment team as a whole. This role will involve tasks such as diary management; arranging travel; formatting reports and presentations; and co-ordinating meetings including minute taking. You will be the first point of contact for our clients, so we need bright and articulate individuals, who have confidence in dealing with people in a friendly and professional manner, both on the telephone and in person. You will need to be efficient, working with accuracy and having very good attention to detail.

Our HR projects are varied and often multi-faceted. We deliver a range of high quality services to clients encompassing: staff and organisational restructures; organisation development; change management, including HR support on mergers; support for disciplinary and grievance processes; performance appraisal; and reward assessment, which includes: market testing pay and benefits; advice on pay structures, job evaluation and PRP.

Our recruitment support focuses on the top end of the market. We are working with a wide range of clients, supporting leadership appointments to roles such as Chief Executive, Executive Director, Chair and Board member. In the markets where we operate, the competition for high calibre professionals is fierce and we help organisations to ensure that they are well-positioned to attract the right kind of talent. Our role and resources in search are increasingly valuable to our clients.

Since this is a new post in our team, you can shape the direction of the role. HR and recruitment are strategically important to Campbell Tickell's future, so you will have the opportunity to work with senior colleagues and our wide network of freelance associates, who are delivering projects in areas such as mergers; governance; and organisational transformation.

The staff who have joined us in recent years tell us that they value the supportive and engaging atmosphere at Campbell Tickell. It's a friendly team of people who care about their work and pride themselves on what we do – we are delivering cutting edge work; helping countless organisations to improve. You could make a real impact in one of these roles and be at the heart of our success story.

For an informal discussion, please call one of us, and do of course read on to find out more about who we are as an organisation and how you can be a part of our future.

Yours

Rebecca Rampat, Recruitment Manager

020 3434 0986

Lili Milicevic, Business Manager

020 3434 0971

# ABOUT THIS ROLE

We have a generic role profile that is applicable to all of our PA roles, but we provide additional detail below, about this particular role and the HR & Recruitment Team.

## **PA & Administrator to the HR & Recruitment Team**

This is a new role in our busy recruitment team, who deliver HR projects and leadership recruitment support to a variety of clients. In this role you will be providing PA support to the Partner who leads the HR and recruitment practice at the firm – Gera Patel. You will be delivering a high-quality PA service, which will include managing Gera’s diary and emails, arranging her work travel and helping to organise her heavy workload.

You will also be providing general administrative support to the HR & recruitment team, so there is an opportunity to be involved in a range of projects. You may be booking candidates in for interviews; or formatting presentations and reports; assisting with the maintenance of our candidate database; or keeping our part of the website up to date. So there will be lots of variety and as such you will need to organise your own workload and be able to prioritise tasks.

Your line manager will be the Recruitment Manager – Rebecca Rampat. You will also be responsible for supporting the Business Manager in ensuring the effective running of the business, including contributing to project and office administration.

# ROLE PROFILE

## Job purpose statement:

- Provide a high-quality PA and administration services to identified teams at the practice.
- Proactive, flexible and effective support to assist senior colleagues to manage their workloads.
- Contribute to the development and delivery of good project and office administration across the organisation.

## Key responsibilities:

### 1. Daily tasks include:

- Diary management, booking external appointments for individuals including liaising with associates, clients and candidates; coordinating diaries internally; and managing logistics when colleagues need to be in multiple locations over a short time period.
- Consider, sort and booking travel arrangements, including accommodation when needed. Assist individuals by anticipating travel requirements, and as part of managing logistics, ensure efficient time management of individual's time.
- Where required, assist individuals with management of emails/in-boxes. Agree the level of service that the individual requires so as to streamline responses and add value.
- Effective liaison with Finance Officer to support project invoicing and processing of expenses etc.
- Deal with queries on the telephone for individuals and greet visitors to the office on their behalf.

### 2. Regular tasks include:

- Contribute to general administrative tasks in the organisation and identify ways in which processes can be further improved, in liaison with the Business Manager.
- Assist individuals with formatting of for example reports, proposals, presentations, candidate CVs and recruitment packs. Ensure high quality version control.
- Manage data and information for specific projects, ensure data is accurately handled and stored, and updated as needed, and where necessary arranging for hard copy delivery.
- Using tracking tools to keep on top of the multiple live projects that an individual is likely to be managing at any one time.
- Ensure all administrative work is comprehensively filed on the central drive in accordance with established systems.
- Attending internal staff and project meetings, including organising agendas and minute taking. Ensuring agreed actions are followed up.

### 3. Other tasks include:

- Supporting the administration of CT events and conferences, and organising attendance of CT individuals at external events.
- Support the administration of CT's marketing such as updating the website and other media platforms as needed; assist with the production of publicity materials; helping with the organisation of attending exhibitions and conferences, helping to research ad book venues etc.

4. Be flexible in providing a PA and administrative service, as the above lists are not exhaustive. This includes providing cover as needed, and taking on additional tasks from time to time.

5. Undertake all work in accordance with the company's key policies such as Equality and Diversity; Health and Safety; Data Protection etc.

# PERSON SPECIFICATION

ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>Knowledge and experience:</b>	
<ul style="list-style-type: none"> <li>• A-level standard education or equivalent</li> <li>• Previous professional PA or admin experience in an office environment</li> <li>• Solid experience of MS Office applications, in particular Word, Excel, PowerPoint and Outlook</li> </ul>	<ul style="list-style-type: none"> <li>• Degree level education or equivalent</li> <li>• Experience of designing administrative and data systems</li> <li>• Experience of working in the consultancy or recruitment field</li> <li>• Experience of working with data and information software to manage large volumes of data</li> <li>• Experience of maintaining a website and other social media platforms from a professional perspective</li> </ul>
<b>Skills and abilities:</b>	
<ul style="list-style-type: none"> <li>• Strong organisational and planning skills</li> <li>• Good written English, with the ability to express oneself clearly and succinctly</li> <li>• Articulate and friendly telephone style, able to maintain professional relationships</li> <li>• Good standard of numeracy</li> <li>• Able to handle and input data accurately and maintain office data systems</li> <li>• Able to work under pressure and prioritise work</li> <li>• Able to use own initiative to complete tasks</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to build strong business relationships with clients and other external stakeholders</li> <li>• Ability to design clear and attractive documents and presentations</li> </ul>
<b>Personal behaviour and style:</b>	
<ul style="list-style-type: none"> <li>• Enthusiastic with a 'can do' approach</li> <li>• Willingness to be flexible and adapt to meet changing demands</li> <li>• Tactful, diplomatic and maintains strict confidentiality as required</li> <li>• Commitment to produce high quality work</li> <li>• Commitment to operate within the company's key policies as Equality and Diversity; Health and Safety; Data Protection etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Motivated to build and develop the role</li> <li>• Willingness to promote the organisation at external events including conferences and exhibitions</li> </ul>

# OUR STRUCTURE

**Partner**

Gera Patel

**Partner**

James Tickell

**Partner**

David Williams

**Partner**

Radojka Miljevic

**Partner**

Greg Campbell

## HR & Recruitment

Senior Consultant,  
Currently being recruited  
Head of Interim Management,  
Gemma Prescott  
Recruitment Manager,  
Rebecca Rampat  
Recruitment Co-ordinators,  
Kembi Coakelin, Kolleen Ocon,  
and Marium Zubair  
**PA & Team Administrator,  
VACANT**

## Consultancy

Directors, Jon Slade, Sue Harvey  
Associate Director,  
Maggie Rafalowicz  
Senior Consultants, Liz  
Zacharias, Stephen Bull  
Consultants, Alice Smith and  
Liseli Bull (*maternity cover*)  
Policy & Research Officers,  
Annie Field and Mia Rafalowicz-  
Campbell  
Project Support Officer,  
Sade Joseph  
**PA & Team Administrator, TBC**  
*Consultancy Associates Network*

## Business Support

Business Manager, Ljiljana  
Milicevic  
Finance Officer, Sarah Spence  
Marketing & Communications  
Co-ordinator, Zina Smith  
Office Administrator,  
Ben Williams  
**PA to the Partners & Team  
Administrator, TBC**

# PRINCIPAL TERMS AND CONDITIONS

## Remuneration package:

c.£25,000

Up to 10% bonus, related to company performance.

There is a salary exchange pension scheme, and the employer matches employee contributions up to 5%.

There is a health insurance scheme with all contributions met by the employer.

We also offer a season ticket loan.

## Annual leave:

25 days, plus public holidays.

## Location:

The post will be based at the head office in Olympic Office Centre, 8 Fulton Road, Wembley.

Reasonable travel and associated costs will be met when travel is required to other company offices, client premises, meeting locations, conference venues etc.

## Working hours:

The basic working week is 35 hours. However, flexibility will be necessary, including occasional evening and weekend work, for which you can claim TOIL.



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