POSITION DESCRIPTION

Talent Acquisition Consultant

Date Produced/Reviewed: 19 September 2013

Position Holder's Name: .....

Position Holder's Signature: .....

Manager/Supervisor's Name: Hanali Curtis.....

Manager/Supervisor's Signature: .....

Date: .....

PURPOSE OF THE POSITION

The primary focus of the Talent Acquisition Consultant is to identify, attract, source and deliver potential talent. Equally important is the ability to build, maintain and nurture candidate engagement in the talent database. Through the use of leading edge and creative sourcing techniques, this position provides excellence in the candidate experience.

The Talent Acquisition Consultant is entrenched in developing links with external candidates through talent mining and building sustainable relationships with candidates in the talent pipelines.

This position is a trusted advisor building upon key critical relationships within the organisation. A champion in the delivery of recruitment best practice, the Talent Acquisition Consultant provides recruitment expertise while contributing to a high performing team.

Vision & Values

Organisational Shared Vision

The Counties Manukau District Health Board (Counties Manukau Health "**CM Health**") shared vision is to work in partnership with our communities to improve the health status of all, with particular emphasis on Maaori and Pacific peoples and other communities with health disparities.

We will do this by leading the development of an improved system of healthcare that is more accessible and better integrated.

We will dedicate ourselves to serving our patients and communities by ensuring the delivery of both quality focussed and cost effective healthcare, at the right place, right time and right setting.

Organisational Values

Partnership	Working alongside and encouraging others in health and related sectors to ensure a common focus on, and strategies for achieving health gain and independence for our population
Care and Respect	Treating people with respect and dignity, valuing individual and cultural differences and diversity
Professionalism	We will act with integrity and embrace the highest ethical standards
Teamwork	Achieving success by working together and valuing each other's skills and contributions
Innovation	Constantly seeking and striving for new ideas and solutions

Responsibility Using and developing our capabilities to achieve outstanding results and taking accountability for our individual and collective actions

PLACE IN THE ORGANISATION

CEO

Director of Strategic Development

General Manager, Human Resources

Talent Acquisition Manager

Talent Acquisition Consultant

NATURE AND SCOPE OF RESPONSIBILITIES

Key Accountability	Standards / Achievements
Specialist Sourcing Skills	• Provide specialist advice and support to the recruitment team and hiring managers regarding talent acquisition • Focus upon CM Health's organisational need to increase headcount within the Maaori and Pacific communities within our workforce and advise managers when recruiting on appropriate strategies to meet this need • Facilitate training presentations to relevant groups • Work with Talent Acquisition Business Partners on recruitment strategies to meet current and future requirements • Creation of direct and indirect marketing techniques through proven talent acquisition medias (eg: email campaigns, database marketing and social media engagement) • Develop talent profile templates for positions within the organisation • Build and maintain talent pools (including initial telephone interviews to ascertain intention, motivation and salary expectations) • Implement initiatives to target/meet CM

Key Accountability	Standards / Achievements
	Health's talent requirements
Candidate Experience	• At all times uphold the highest standards of "customer service" to ensure that all contact is a memorable and positive experience • Provide career transition advice (Cover letter, CV development guidance and interview tips) • Identify, build and manage talent pipelines and develop and implement initiatives to target/meet CM Health's talent requirements • Build engagement with acquired talent through providing exceptional support and assistance (including immigration referral, relocation support to relocating candidates, assistance with registration and all other pre-employment administration) • Manage all candidate enquiries in an efficient and professional manner
Marketing, Branding and Promotion	• Contribution to the management of open days and attendance at relevant industry events • Development of promotional materials • Facilitate unique relationship development programs and strategies (eg: referral, retention and loyalty programs). • Fully understand and perpetuate the CM Health Employee Value Proposition aligned to the CM Health organisational vision and values
Talent Acquisition Transition (On Boarding)	• Ensure candidates have an exceptional experience throughout the selection process, between acceptance of job offer and commencement date, and in the first few months of the employment cycle • Management of processes to analyse candidate and hiring manager recruitment experiences and make recommendations regarding quality assurance • Conducting survey interviews regarding the recruitment process and the initial employment experience 3 months after start date • Collating and reporting on all recruitment activity to identify areas for improvement and information that requires

Key Accountability	Standards / Achievements
	action/consideration
Administration	• Ensure all relevant checks, references and other administrative tasks are completed • Update the Taleo recruitment system with all candidate activity • Perform recruitment activities in accordance with relevant legislation (Human Rights Act 1993, Privacy Act 1993, Criminal Records (clean slate) Act 2004, Fair Trading Act 1986) • Ensure all activities are consistent with CM Health policy unless specifically agreed • Understand the immigration process and establish effective links within immigration internally within New Zealand and externally from overseas • Set up and organise interviews and send appropriate letters and notifications to candidates
Service Delivery and Co-ordination	• Develop cohesive relationships with local suppliers to assist with the relocation process (accommodation, travel, removals etc) • Assist candidates with advice and guidance regarding moving to the Auckland region • Develop and maintain a thorough understanding of the issues facing CM Health in terms of recruiting, developing and retaining staff • Keep up to speed with changes to recruitment marketing sources, inclusive of online channels • Maintain regular and professional contact within the CM Health Hiring Managers and other clinical and non-clinical based candidates and customers • Design and implement assessment centre models of recruitment as and when required • Assist Hiring Managers with selection processes as and when required, including behavioural interviews • Present to groups regarding recruitment matters as and when required • Manage expectations of candidates, customers and CM Health and ensure that

Key Accountability	Standards / Achievements
	service levels are adhered to • Identify potential improvements to ensure the continuous improvement of customer care and service levels • Work to the agreed Key Performance Indicators set by the Talent Acquisition Manager
Other Duties	• Other duties as required that are appropriate to the position by negotiation with the Talent Acquisition Manager • Contribute to a cohesive, effective and highly motivated team environment by taking responsibility for effective skills transfer and knowledge share, and being available to cover other team members in times of absence
HEALTH & SAFETY **Recognises individual responsibility for workplace Health & Safety under the Health and Safety Act 1992**	• CM Health and Safety policies are read and understood and relevant procedures applied to own work activities • Workplace hazards are identified and reported including self-management of hazards where appropriate • Can identify health and Safety representative for area
CULTURAL SAFETY **Commitment to the principles of Treaty of Waitangi** **Honouring Cultural Diversity**	• Respect, sensitivity, cultural awareness is evident in interpersonal relationships • Our cultural differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices

Key Accountability	Standards / Achievements
Utilise Information Technology	• Demonstrate the ability to use Taleo • Is conversant with applications required for specific discipline/role. For example, Taleo, Coffee Cup, ActiveDocs, Objective, etc • Maintains own professional development by attending relevant IT educational programmes or liaison with the local Taleo Champion

COMMUNICATION AND INTERPERSONAL SKILLS

Will be required to interact on a regular basis with a range of CM Health staff members including:

- Talent Acquisition team
- Human Resources team
- Occupational Health and Safety team
- Hiring Managers

Externally there will be contact with:

- External talent
- Internal talent
- External suppliers
- Recruitment agencies

Situations may often call for tact, diplomacy and will require information to be handled in a discreet and sensitive manner.

In conflict situations will be required to exercise sound judgement, negotiation and persuasiveness skills, toward facilitating a workable outcome.

PROBLEM COMPLEXITY

The employee will be regularly challenged by a wide range of customers and changing recruitment market trends. There will be a requirement to be able to prioritise issues and negotiate time frames, while still providing a quality customer service.

The range of problems will be diverse and require solutions customised to meet the circumstances of the client. Therefore opportunities will arise to provide innovative options to the client based on proven outcomes.

There will be demands to meet deadlines, maintain accuracy and quality of information. Failure to do so could impact on the organisation in terms of protecting our employment brand, safety of patients and financial implications.

The employee will refer to Talent Acquisition Manager for advice (if needed) or second opinion.

SCOPE FOR ACTION

The employee is empowered to make decisions or recommendations relating to the identification, engagement and acquisition of validated talent. The employee is encouraged to use initiative and problem solving skills to develop innovative approaches to issues.

Discretion is required to be exercised in releasing confidential information to the appropriate parties.

DIMENSION OF THE POSITION

The role will be responsible to the Talent Acquisition Manager for the achievement of agreed objectives and operates within the confines of CM Health.

PERSON SPECIFICATIONS

	Minimum	**Preferred**
Qualification	•	• Tertiary Human Resources qualification • Trained and accredited psychometric assessor and interpreter
Experience	• Minimum of 2 years recruitment experience with a strong focus on sourcing (identification and acquisition) talent • Detailed knowledge and experience of best practice recruitment methodologies and processes and associated legislation • Ability to effectively use a recruitment software system • Proven ability to develop effective business relationships	• Recruitment experience in both internal and external environments • Experience of online recruitment systems - preferably Taleo • Previous healthcare industry experience • Experience of public speaking/presenting experience to large groups
Skills/Knowledge/ Behaviour	• Strong customer focus with the ability to develop and implement customer service strategies to achieve superior performance • Able to foster an environment in which people respond to customers quickly and enthusiastically and exceed customer expectations • Strongly self directed. Displays drive, energy and total commitment to the achievement of goals • Diversity – recognising the business value of involving	

	people from different backgrounds, gender, ages, culture and characteristics Valuing different thinking by building and developing diverse teams • Confidently deals with complex and ambiguous problems making well supported recommendations. • Makes decision effectively, having assessed options and weighed risks, benefits and opportunities • Works effectively and collaboratively with others building and maintaining relations with others to achieve work and team related goals • Able to build rapport and communicate ideas at all levels • Excellent IT skills and familiarity with IT databases • Full proficiency with Microsoft Office suite of tools • Understanding of the Treaty of Waitangi • Behavioural based interviewing skills	
Personal Qualities	• Strong interpersonal skills, excellent written and oral communication • Good presentation skills • Self motivated and innovative, able to work on own initiative • Excellent time management, problem solving skills and decision making ability • Flexible approach to work • Customer/Quality focus • Achievement oriented • Ability to work both	

	autonomously and to thrive within a team	