

## Manager, Resourcing & Onboarding

### Role Description:

The role of the Resourcing and On boarding Manager will be to oversee all day to day operations of the CUK Resourcing and Onboarding Team and the performance delivery of our Global Talent Partners. They will ensure that all CUK recruitment is delivered to a high standard, whilst being cost effective.

The post holder will maintain central governance of CUK onboarding activity carried out at CSSI. This will involve making sure that the onboarding process is consistent across all brands and the candidate experience mirrors the guest experience whilst maintaining key working relationships with CSSI and other Global Talent Partners.

<b>RUI:</b>	1415	<b>Grade:</b> CUK Level 07	<b>DBS check required</b>	Not Applicable
<b>Directorate:</b>	SSO - Fleet People Operations	<b>Reports to:</b>	Director, People Operations Maritime, P&O Cruises Guest Experience or Cunard Guest Experience	
<b>Function:</b>	Fleet People Operations Maritime, P&O Cruises Guest Experience or Cunard Guest Experience	<b>Team:</b>	Resourcing & Onboarding	
<b>Direct reports :</b>	<b>Job Titles &amp; Level</b> <ul style="list-style-type: none"> <li>Consultant, Resourcing and Onboarding (CUK Level 09)</li> </ul>			

### Accountabilities

- Maintain Governance** – over all CUK onboarding and resourcing activities. Ensure Global Talent Partners are accountable for operational delivery.
- Relationship Management** – maintain key relationships with CSSI, 3<sup>rd</sup> party suppliers and Global Talent Partners.
- Budget Management** – maintain and govern all CUK resourcing and onboarding costs
- Customer Responsibilities** – provide support to both Internal and external customers when necessary
- Stakeholder Management and Collaboration** – effectively coordinate and collaborate with stakeholders to ensure ownership and contracting is deliberately/consciously managed and applied.
- Quality Assurance** – Ensure that the quality of resourcing and onboarding is in line with expected outcomes, supports our employee value proposition, and considers belonging and inclusion.

### Responsibilities

#### On Boarding

- Implement Governance Procedures for CUK on boarding activity
- Point of contact for non compliance escalations from Team Leader, Onboarding (CSSI).
- Manage new onboarding compliance requirements, e.g. any changes to medical/visa requirements that may be required from time to time and ensure CSSI team action changes as necessary.
- Work in collaboration with the CUK On boarding teams in CSSI to ensure CUK maintains compliance with Statutory and Fleet Regulations (Fleet)
- Develop robust strategies for new and updated onboarding activity in conjunction with the Director, People Operations and Team Leader, On boarding (CSSI)

#### Resourcing

- Implement and integrate the Resource Planning process.
- Ensuring that the processes, procedures, workflows and people are in place to deliver an effective resourcing service.
- Develop the operational recruitment plan and ensure recruitment is planned for and delivered in a timely manner
- Select and manage all 3<sup>rd</sup> Parties and Recruitment Agencies/Partners to ensure a cost-effective approach to recruitment.
- Review and manage quality of new hires.
- Develop pre-screening, assessment and selection processes as required for both external recruitment and internal promotion.
- Establishes, implements and embeds an at risk register/categories to ensure that recruitment is planned for and delivered in a timely manner

- Owns the succession planning process to identify succession for future roles and to identify / manage contingency requirements
- Monitors and understands attrition rate and works with the business to mitigate risk and manage contingency.

#### **Relationships/People Management**

- Works with key stakeholders to identify the resourcing requirements/ forecasts and people required for roles
- Build an effective working relationship between CSSI and UK based resourcing & onboarding teams (Fleet).
- Work collaboratively with other Resourcing & Onboarding Managers as well as the rotations teams.
- Regularly review performance for all members of the Resourcing team and provide coaching and interventions where necessary

#### **Budget Management**

- Work with Finance to set, manage and govern all resourcing and onboarding costs, including Flag State invoicing
- Record and track spending across resourcing and onboarding.

#### **Customer Responsibilities (Internal & External)**

- Provide a centralised support system for the CSSI On boarding Team (Fleet).
- Work closely with the onboarding and rotations teams to facilitate the 'End to End' recruitment and onboarding process.
- Implement QA procedures within onboarding operation to facilitate tracking of onboarding activity against agreed SLA's and KPI's.
- Management of recruitment systems and updates as well as data compliance (GDPR) for all resourcing areas

#### **Health, Environment, Safety, Security (HESS) Responsibilities**

- Lead by example by taking care of the health and safety of you and others
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager
- Follow safety rules and procedures
- Use work equipment, personal protective equipment, substances, and safety devices correctly
- Take part in safety training & risk assessments and suggest ways of reducing risks
- Demonstrate safety leadership in accordance with our safety leadership behaviours

#### **General Responsibilities**

- Adhere to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).
- Involvement in projects and continuous improvement initiatives as required.
- To undertake ad hoc duties as required.

#### **Scope:**

#### **Problem solving:**

Understands resourcing methodologies and systems. Manages projects and stakeholders. Delivers quality & applies continuous improvement principles. Self aware and able to consider different approaches/view points

#### **Impact:**

Stakeholder management is key. An employee champion and key promoter of values and standards. Coach/developer Team worker with 'can do' approach – 'better together'

#### **Leadership:**

Line management of Resourcing and Onboarding Consultant. Collaboration and influence across immediate Fleet People Operations Team. Understands strategic requirements and priorities. Creates, and promotes solutions that are both culturally appropriate and aligned with current and future thinking.

#### **Demonstrable Behaviors:**

##### **Self Mastery**

Is direct, truthful and widely trusted. Reflects on how their approach & behaviour impacts others. Learns from experience, feedback & takes action to continuously improve. Faces difficult issues and provides support and feedback to others to do the same.

##### **Improve & Innovate**

Makes progress & remains calm when facing uncertain situations. Seeks to understand both internal and external customer needs to inform actions. Identifies & implements useful ideas that are new, better and enhance guest or people experience. Takes creative ideas then puts them into practice.

**Engage & Empower**

Invites input & shares ownership and visibility. Seeks to understand different perspectives and cultures. Treats everyone as an individual, safeguards colleagues and teams Wellbeing. Coaches others & creates an environment where people do their best work.

**Accountability & Commerciality**

Displays a can do attitude in good and bad times. Follows through on commitments. Takes personal responsibility for decisions, actions and failures. Seeks to understand the commercial impact when making decisions.

**Inspire & Achieve**

Seeks to makes sense of complex situations. Keeps an eye on the future and identifies the impact on team. Communicates with energy and engages the team. Shows a clear connection between company goals and individual's aspirations & targets

**Knowledge, Experience and Qualifications required:****Qualifications – essential:**

- None

**Knowledge/ Experience – essential:**

- Previous recruitment experience, in hotel, tourism and/or cruise sector (desirable)
- Previous experience of managing a team
- Experience of onboarding and candidate management.

**Qualifications – desirable:**

- Degree level education or equivalent in relevant subject area – HR, Management, Business, Travel and Tourism etc.
- CIPD Human Resource Management (Level 5)
- BPS Level A & B testing (or equivalent).

**Knowledge/ Experience – desirable:**

- OPQ/SHL knowledge.
- System knowledge of Jobtrain.
- Experience of managing a high volume recruitment team, with a global remit.

**Issue Date:**

May 2021

**Issued by:**

Jacqueline Floyd – Director, People Operations Guest Experience

**REWARD ONLY****Grade:** CUK Level 07**RUI:** 1415**Date Approved:** 14/05/2021**Initials:** LH