

Consultant, Resourcing & Onboarding

Role Description:

The Consultant, Resourcing and Onboarding will be accountable for the delivery of the overall resourcing requirements for their operational area and for the candidate experience through attraction, selection and onboarding. The will act as subject matter experts for talent acquisition, assessment and onboarding ensuring Carnival UK stay in line with industry best practice.

RUI:		Grade: CUK Level 09	DBS check required	Not Applicable	
Directorate:	Carnival UK	Reports to:	Manager, Resourcing and Onboarding		
Function:	Shared Services	Team:	People Services		
Direct reports :	Job Titles & Level <ul style="list-style-type: none"> None 				

Accountabilities

- Service Level Agreements** - Successful delivery of the resourcing requirements of operational area in line with agreed SLA's.
- Candidate Experience** - Ensuring our candidates experience through attraction, selection and on boarding is consistently delivered to a high standard.
- Stakeholder Management and Collaboration** - Providing a professional resourcing and onboarding service to operational area through building sustainable, strong business relationships with key stakeholders.
- Accountability** - Accountable for understanding the workforce plan and resourcing requirements for their own departments.
- Relationship Management** – maintain key relationships with CSSI, UK based Onboarding teams and other external 3rd Parties
- Customer Responsibilities** – provide support to both Internal and External customers when necessary
- Quality Assurance** – Ensure that the quality of resourcing and onboarding is in line with expected outcomes and supports our employee value proposition and considers diversity and inclusion.

Responsibilities

Vacancy Management

- Engages with stakeholder to understand recruitment and commercial requirements and agrees recruitment criteria/process as well as, assessment/selections tools, key dates and timelines and ensuring they are updated throughout the different stages of the end to end process.
- Uses specialist Resourcing knowledge to determine the most cost effective and efficient resourcing plan for every vacancy.
- Manages the service delivery for the end to end resourcing process, taking ownership and accountability and ensures this is done within set SLA's and KPIS.
- Uses market knowledge to help identify suitable backgrounds for potential candidates and advise on the most effective attraction strategy.

Attraction & Sourcing

- Complies with agreed resourcing process, making appropriate recommendations for improvements.
- Identifies most appropriate, cost effective & innovative attraction & direct sourcing methods to deliver candidate requirements including production of creative and engaging copywriting materials.
- Analyse results & delivery of attraction methods and adapts strategy accordingly, when necessary.
- Identify key recruitment criteria and metrics to maximise suitable candidate flow through recruitment channels.
- Sift through candidate applications responding appropriately within agreed SLA's in order to identify most suitable candidates and present shortlist to stakeholders making recommendations based on findings and knowledge of candidate market place.

Selection

- Design & applies the appropriate selection tools required to enable a fair, robust & equitable selection process, considering resourcing best practice & commercial requirements

- Facilitation and delivery of effective and timely assessment methods
- Keeps up to date on innovative and leading resourcing practices/methods.
- Identifies areas for development and makes recommendation for improvement
- Create talent pools of suitable candidates ensuring regular contact with them and that they have a good understanding of the recruitment process.

On boarding

- Monitoring and ensuring that the onboarding experienced by all candidates is to the level we would expect as part of a high quality recruitment experience.
- Support any Onboarding Escalations from the Senior Advisor, Onboarding
- Ensuring candidates are engaged throughout the Onboarding journey from point of hire to first day onboard

Stakeholder Management

- Builds strong relationships with stakeholders both internal, external, shore and fleet
- Engage with external suppliers to facilitate negotiation of preferential rates where appropriate.

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).
- To undertake ad hoc duties as required.

Scope:

Knowledge - Understands organisational dynamics. Subject matter expert in assessment methodology

Credibility

- Influencer/persuader
- Analytically agile
- Executes Professional Judgment

Alignment

- Strong Business Acumen
- Commercial Awareness

Performance

- Drives Results
- Provides Insights

Relationships

- Stakeholder management
- Candidate management

HESS

- **Full awareness of Fleet & Shore safeguarding policies**

Demonstrable Behaviours:

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)
- Experience of onboarding and candidate management.

Qualifications – desirable:

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

Knowledge/ Experience – desirable:

- OPQ/SHL knowledge.
- System knowledge of Jobtrain.

Issue Date:	July 2020	Issued by:	Jacqueline Floyd – Director, People Operations	
REWARD ONLY	Grade: CUK Level 09	RUI:	Date Approved:	Initials: