
Job Title	Head of Talent Acquisition
Reporting to	Group HR Director
Department	People
Location	London, UK

Your role in our mission

Our mission is to make the world a better place to work. To achieve this mission we need:

- To attract the best people for Reward Gateway
- Deliver an exceptional candidate experience
- To make Reward Gateway an employer of choice

At Reward Gateway, we want all of our employees to feel comfortable bringing their passion, creativity and individuality to work. We value all cultures, backgrounds and experiences, as we truly believe that diversity drives innovation. As our new Head of Talent Acquisition, you will be doing exactly that, you will drive our recruitment diversity and inclusion strategy while taking ownership and responsibility to execute a best in class candidate experience.

Responsibilities & Core Duties

As our Head of Talent Acquisition, you will own recruitment for us globally, partnering with Hiring Managers and offering innovative and creative advice and solutions on how to attract and recruit the best talent available.

This is an international, commercial and strategic managerial role – but still, very much a position where you roll your sleeves up and take a hands-on approach to deliver world-class talent for the business, and experience for our candidates.

You'll oversee recruitment throughout the four countries we operate in - whilst managing your own stream of vacancies, and all of the recruitment tools we use including the ATS.

The right candidate for this role will be pleased to hear that a focus on diversity and inclusion is going to be a big part of the remit. In this role, you will lead a range of initiatives to create and execute a strategy that enhances our brand – creating diverse talent pools and ensuring our recruitment processes are robust, inclusive and accessible on all fronts.

Some of the key tasks of this role include:

Hiring and recruitment team management

- Manage our UK Recruiter, Bulgarian based Recruiter and Candidate Experience Specialist, external service providers (i.e. our outsourced recruitment partner in Australia) and third-party vendors (ATS, Glassdoor, LinkedIn etc)
- Being our internal expert in talent acquisition, and also the face of the business on hiring matters in local geographies
- Coach, train and mentor the extended hiring team
- Coach Hiring Managers in recruiting techniques - LinkedIn profiles building, candidate pipeline building, talent spotting, interviewing and assessments
- Cover annual leave across the global team, this means early starts and late finishes to cover our Australian and US markets
- Work on wider HR projects and other tasks as needed.
- Represent RG within the UK HR community at various conferences and events

Global Talent Attraction (strategy)

- Develop and deliver a global talent attraction strategy including strategic use of the RG careers pages – style, functionality & performance and our hiring social channels - LinkedIn and Glassdoor
- Oversee and deliver all employer brand initiatives and recruitment campaigns including global hiring events and meetups across all countries to drive candidate engagement and boost the RG employer brand
- Build diverse candidate pools, and create initiatives to attract and retain diverse talent
- Develop & analyse our recruitment metrics, and use your knowledge, market insights, numbers and analysis to continually refine & improve the talent acquisition process across the whole company
- Ensure we have an up to date salary benchmarking process in all countries

Hiring Process & Candidate Experience (operational)

- Manages the ATS and recruitment technology tools
- Ensure that every candidate has an “RG wow” experience from start to finish
- Ensure the global hiring process is delivered at the highest of standards at all times
- Continuously review our process to drive improvements and change especially through the use of automation tools
- Ensure we have a diverse and inclusive hiring process
- Work towards turning employees into brand ambassadors by creating programmes and activities to boost our digital footprint
- Work with the Learning team to deliver a seamless onboarding process for all joiners
- Automate the recruitment process from requisition going live through to onboarding
- Owning all hiring processes - setting high standards for speed and quality

Experience and Qualifications:

- Proven track record at managerial level for Talent Acquisition (in-house or RPO environment, not agency) in a fast-paced environment
- A can-do attitude with the ability to work with stakeholders at all levels
- Experience in delivering best in class candidate experience
- Experience of successfully designing and executing diversity initiatives
- Experience in implementing & managing recruitment-related data and reporting applicant tracking systems, and direct sourcing tools
- Excellent communication skills with the ability to foster long-term relationships (with internal teams, external partners and candidates)
- Proven experience of automating and improving all aspects of the recruitment process
- We will be looking for you to have a strategic mindset, be personable in your interactions with all colleagues, have a high level of patience, be innovative in your solutions, and ambitious in your plans and delivery
- Good understanding of recruitment-related labour law, compliance and the GDPR