

Job Description

Job Title:	Resourcing Manager
Reporting To:	Head of Resourcing
Location:	Windsor Office (hybrid minimum of 3 days per week in the office)

Job Overview

At Salutem Care and Education we believe everyone should have the opportunity to live a healthy, active and fulfilling life, regardless of their background or disability. Our adult care services aim to provide safe, supportive and high-quality environments where people can receive the care and support they need while maintaining dignity, independence and choice.

The Resourcing Manager is responsible for leading and overseeing all HR admin and resourcing delivery. This role ensures consistent, compliant, and high-quality execution of HR processes while driving accountability, performance, and coordination across the HR and recruitment functions.

The role acts as a central point of ownership for operational HR excellence, enabling the wider function to operate efficiently and freeing senior leadership to focus on strategic workforce planning and business partnering.

Key Responsibilities

1. HR Operations & Compliance

- Oversee a team delivering HR administration processes (contracts, onboarding, employee lifecycle changes, offboarding)
- Ensure compliance with employment legislation, internal policies, audit requirements consistency, accuracy, and efficiency.

- Identify and mitigate compliance risks, implementing improvements where required
- Maintain and continuously improve HR procedures, and controls
- Upskill the HR team to be equipped to respond to queries regarding compliance, processes, contract queries etc.
- Monitor and drive compliance improvements within a new team.
- Compliance checks on all files and sign off

2. Resourcing Delivery Oversight

- Oversee the team of resourcers on recruitment delivery across all roles, ensuring timeliness and quality
- Compliance checks on all offers made
- Partner with hiring managers to ensure effective workforce planning and hiring execution
- Monitor recruitment metrics and performance, driving improvements where needed
- Ensure a consistent and positive candidate experience
- Work with Recruitment Marketing Officer to support employer branding and attraction strategies
- Maintain a PSL and be first point of contact for agencies
- Support the Head of Resourcing with employment strategies and partnerships
- Work with the Head of Resourcing to project plan recruitment strategies and effectively utilise recruitment spending.

3. Team Leadership & Performance Management

- Provide day-to-day leadership to HR and resourcing team members
- Line manages, coaches and mentors the team including regular supervisions and inductions.
- Set clear objectives, expectations, and performance standards
- Coach and develop team members to improve capability and consistency
- Address performance issues proactively and effectively
- Foster a culture of accountability, collaboration, and continuous improvement
- Rota management of hybrid employees and ensuring annual leave is booked correctly and without clashes.
- Ensure the team reach maximum potential on KPI's consistently. (offers, starters, compliance)

4. Stakeholder Management

- Act as a key operational contact for managers and Directors across the business
- Build strong relationships with stakeholders to support effective HR admin and resourcing delivery
- Provide guidance and training on processes, policies, and best practice
- Attend internal and external recruitment events as required

5. Process Improvement & Efficiency

- Identify opportunities to streamline HR Admin and recruitment processes
- Reduce duplication, inefficiencies, and manual work
- Implement systems, tools, or ways of working to improve productivity
- Ensure alignment between HR operations and resourcing activities

Key Accountabilities

- Delivery of compliant, high-quality Resourcing operations
- Effective and timely recruitment delivery with a strong focus on attention to detail and quality
- Clear team performance management and accountability
- Reduction in operational risk and escalations
- Improved efficiency and consistency across the function

This is an indicative job description and should not be seen as all encompassing, and the post holder will be expected to undertake any other responsibilities appropriate to the post as identified by the company.

Knowledge, skills and competency

Skills & Experience

Essential

- Proven experience in HR Admin and people operations management
- Strong knowledge of employment law and HR compliance requirements in a regulated industry such as care and education.
- Experience managing or overseeing recruitment/resourcing delivery
- Demonstrated team leadership and performance management capability
- Strong stakeholder management and communication skills
- Ability to drive process improvement and operational efficiency
- Familiarity with HR systems and applicant tracking systems (ATS)
- Experience with payroll processing (contractual amends)

Desirable

- CIPD qualification (Level 5 or above) or equivalent experience
- HR/Recruitment experience in a highly regulated industry
- Experience with multiple contract terms and legacy contracts
- Experience working with Digitalisation teams to fully utilise ATS's to streamline operations.

Key Competencies

- Accountability and ownership
- Attention to detail and risk awareness
- Leadership and team development
- Problem-solving and decision-making
- Organisation and prioritisation
- Continuous improvement mindset

Our values

- We are **Supportive** by promoting opportunities for everyone so they can reach their full potential
- We are very **Ambitious** to provide the best possible outcomes for the people who use our services
- We are **Loyal** because we put the people that we support and our staff at the centre of everything we do, and we deliver on our promises. We also are committed to ensuring that our services are meeting the needs of all stakeholders
- We are **Unique** because we are ambitious and innovative about the diversity of the services that we provide without compromising quality
- We are **Transparent** by being open, honest and fostering a culture of mutual respect. We promote a culture where we learn by our experiences, and we are committed to doing things better and setting the highest standards in what we do
- We are **Engaging** because we work in partnership with the people that we support, our staff and all our stakeholders
- We encourage everyone to experience a **Meaningful** life by being aspirational and by offering opportunities