

---

Job Title: Talent Acquisition Administrator  
CFBU/Function: Human Resources  
Dimensions of the Job: Talent Acquisition Administration  
Reports to: Talent Acquisition Partner  
Location: Runcorn

---

Job Summary: To provide a comprehensive and efficient administration service to the Talent Acquisition team and business in line with Company policies and standard operating procedures. You will act as a first point of contact for all administrative queries and provide a positive, first class user experience to all colleagues and candidates.

---

- Responsibilities :
- Accurately create, update and maintain confidential data using internal systems including PHOENIX Talent, Document Manager and iTrent.
  - Provide an exceptional candidate experience from interview to hire
  - Receive and respond to incoming communications including managing the Talent electronic inbox
  - Ensure Talent Acquisition Standard Operating Procedures are adhered to and updated as and when required
  - Provide administrative support at internal and external stakeholder meetings as and when required
  - Help support a high volume of recruitment vacancies ranging from Pharmacy to Supply Chain
  - Be a continuous point of contact throughout the recruitment process for both hiring managers and candidates
  - Build meaningful relationships and be visible and accountable at all times
  - Collaborate with HR Business Partners and additional HR team members to ensure we, as a wider HR team, deliver a fantastic service to the organisation
  - Liaising with recruitment agencies
- 

Key Experience,  
Knowledge, Skills &  
Qualifications:

**Key Experience**

- Previous experience in an administrative role within a HR function
-

- 
- Experience in a data sensitive and confidential environment
  - Working effectively as part of a team
  - High volume processing in line with ever changing/conflicting deadlines

### ***Knowledge and Skills***

#### **Essential**

- Competent user of all MS Office applications
- Highly organised, autonomous and able to prioritise
- An agile approach, providing flexibility and ad hoc support
- Excellence customer care and interpersonal skills
- Excellent verbal, numerical and written communication skills/attention to detail
- Able to liaise with a variety of stakeholders
- Proactive approach to problem solving

#### **Qualifications**

- Business Administration or Customer Service qualification (desirable)

---

#### **Key Interfaces:**

Internal: HR colleagues, Recruiting Managers, Colleagues and Candidates  
External: Candidates, Recruitment Agencies

---

## Drive Business Performance & Value Creation

*Creates value through economic action and establishes meaningful changes*

- has a profound and comprehensive knowledge of the target market and the business
- continuously develops the business and his/her performance
- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- has the ability and flexibility to recognize and promote business opportunities and need for change (Change Management)
- thinks and plans ahead in order to achieve long-term results-oriented growth of the PHOENIX group
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

**Business**

**Customer**

## Strive for Quality Excellence

*Acts quality-conscious and continuously improves work Results*

- has profound knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his organization, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

**Quality**

**People**

## Dedicate Yourself to Customer Needs

*Bases his/her behaviour on internal/external customer benefit and thus supports business success*

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
  - encourages innovation and improvement

## Lead and Engage

*Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others*

- motivates him-/herself and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- creates an appropriate framework where employees develop their full capability
- promotes team spirit and creates a sense of responsibility for mutual goals
- determines the direction of the team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement

*PHOENIX Medical Supplies will be recognised as a provider of  
top class business relevant solutions to the UK healthcare industry,  
operating with honesty and integrity to show leadership in partnership*

