



Job Description

Job Title:	Talent Acquisition Manager
Directorate/Team:	People and Culture Services
Location:	16 Summer Lane
Responsible to:	Talent Programmes Lead
Responsible for:	Talent Acquisition Partners,
Key working relationships: (internal)	Directors, Heads of service, Talent and Workforce Planning Leads, People Service Centre, People Business Partners, Digital Communication Team, Reward, Organisational Development & Engagement (OD&E), Workforce Planning, Procurement, Applicant Tracking System Partner, Recruitment Agencies.
Key working relationships: (external)	Recruitment Agencies via Crown Commercial Service, Networking Groups, Local Authorities, West Midlands Employers, Managed Service Provider.

Purpose of the Post

To lead the operational delivery of Talent Acquisition, ensuring the organisation can attract and secure the permanent, temporary and contingent resources required to meet agreed workforce priorities.

Working with the Head of Talent, Reward and Workforce Planning, the postholder will translate the agreed Talent Acquisition strategy into clear delivery plans, service standards, team priorities and measurable outcomes.

The role manages the Talent Acquisition team and recruitment delivery function, improving productivity, service quality, candidate experience, systems, processes and reporting. The postholder will use performance information to maintain delivery, allocate resources and provide operational assurance.

Accountabilities

- Lead the operational delivery of Talent Acquisition, translating agreed strategy and workforce priorities into clear plans, team objectives and service standards.
- Manage, allocate and monitor the work of the Talent Acquisition team, maintaining delivery, productivity, capability, performance and appropriate cover.
- Ensure effective, inclusive and compliant permanent and contingent recruitment services that meet agreed organisational requirements.
- Monitor recruitment demand, workload, time to hire, cost per hire, service outcomes, candidate experience and proactive pipeline activity, taking corrective action where required.
- Maintain effective recruitment processes, systems, controls, data and reporting, using technology and continuous improvement to increase efficiency and service quality.
- Advise senior stakeholders on operational recruitment delivery, service risks, market information and appropriate resourcing options.
- Manage recruitment expenditure and operational supplier performance within agreed frameworks, controls and authority, escalating enterprise supplier relationship matters appropriately.
- Build effective relationships across the organisation and represent the Talent Acquisition service with relevant partners and networks.

Responsibilities
Strategic • In partnership with the Talent and Workforce Planning Leads and People Business Partners, build talent pipelines as part of the 'buy' lever in the WFP to support long term growth and talent retention. • Partner with Workforce Planning, OD and WMCA Academy colleagues to identify future workforce capability requirements and develop talent acquisition interventions to address critical organisational skills gaps. • Provide strategic workforce risk reporting to senior leaders, identifying emerging talent shortages, succession risks and labour market challenges. • Act as senior advisor to leadership on talent attraction strategies, market intelligence, and aid in the mitigation of talent risk. • Support the build of the organisation's talent acquisition strategy as a critical enabler of business growth and transformation. • Benchmark WMCA's talent acquisition performance against national and sector standards, driving continuous improvement. • Utilise labour-market insight to aid hiring decisions, and routes to market • Drive the adoption of skills and values based hiring approaches, ensuring recruitment practices focus on capability, potential and transferable skills. • Lead strategic initiatives to position WMCA as an Employer of Choice through innovative attraction and retention strategies. • Support and lead the narrative for Talent Acquisition across the business – not as a “transaction” but as the supply of essential talent to seize the moment and double our impact. • In collaboration with internal and external partners support the development of compelling content that positions WMCA as an Employer of Choice. • Develop governance processes for contingent workforce to provide assurance, transparency and accountability.
People • Represent the West Midlands Combined Authority as an Employer of Choice, ensuring diverse attraction strategies in line with workforce and talent planning, and other agreed targets. • Maximise the use of technology to reach and engage target audiences (active and passive) this includes utilising careers sites, social media, direct targeting, professional forums, events, and websites. • Deliver a first-class candidate experience from initial interest through to offer and onboarding experience. Ensure collaboration with hiring managers to deliver a mutually effective process. • . Ensure hiring managers have the requisite development, and confidence to recruit to the highest standards. • Design and lead the onboarding process from a talent acquisition perspective, coordinating with People and OD&E colleagues for seamless process and candidate experience. • Lead and manage the Talent Acquisition team to ensure there is a strong focus on performance management and driving excellent customer and candidate experience. Coaching and supporting the team where necessary to deliver an effective service. • Build effective relationships with key stakeholders (directors, heads of service and recruiting managers) to position the Talent Acquisition Team as a credible and trusted partner.
Operational • Ensure fit-for-purpose recruitment processes, systems, controls and reporting are in place to support efficient, compliant and high-quality delivery. • Drive continuous improvement in systems, processes, and candidate experience, leveraging technology and data insights. • Monitor and report performance against agreed measures, including workload, productivity, time to hire, cost per hire, service outcomes, candidate experience and proactive pipeline activity. • Provide recruitment input, advice and data to the People Service Centre to support effective pre-employment screening and onboarding processes. • Lead the development of organisational policy and decision-making frameworks relating to agency workers, contractors, consultants and interim resources.
Financial

- Ensure cost efficiency and ROI on local talent acquisition strategies.
- Deliver a measurable impact through strategic sourcing and supplier negotiations.
- Ensure compliance with procurement frameworks and governance for all recruitment spend.
- Act as a recruitment subject matter expert on recruitment attraction strategies and methods to provide cost effective solutions.
- Monitor organisational contingent workforce trends and provide challenge and assurance to senior leaders regarding workforce sustainability and cost effectiveness.

Other

- Treat all personal, confidential and sensitive information appropriately, ensuring compliance with Data Protection legislation, UK GDPR requirements and organisational policies.
- Maintain an up-to-date understanding of developments in talent acquisition, workforce planning, labour market trends, employment legislation and recruitment best practice.
- Promote the ethical, responsible and inclusive use of recruitment technologies and AI-enabled tools in line with organisational policies and emerging best practice.
- Contribute to corporate projects, service improvements and transformation initiatives that support the development of the Talent Acquisition function and wider People & Culture objectives.
- Represent WMCA in a professional manner at all times.
- Undertake such tasks as may reasonably be expected commensurate with the scope and level of the role.

Person Specification

Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
	E	D	A*	I*	T*
Experience					
Demonstrable evidence creating and implementing resourcing interventions that have a visible impact on an organisation's success	X		X	X	
Experience of leading a TA/resourcing function within a medium sized, complex matrix organisation	X		X	X	
Evidence of implementing change in a complex and changing environment	X		X	X	
Evidence of delivering improvements to candidate experience, recruitment service, and recruitment systems.	X		X	X	
Experience in benchmarking recruitment performance against sector standards and competition.	X		X	X	
Team leadership of professional recruiters, allocating and managing others work, coaching/mentoring, managing performance to clear goals, developing teams.	X		X	X	
Direct hiring experience using a variety of different sources and methodologies, including LinkedIn.	X			X	
Evidence of working with Crown Commercial Service frameworks.		X	X	X	
Experience of shaping regional or sector-wide strategies		X	X	X	
Experience of producing strategic reports and presenting insights to senior leaders	X			X	
Experience of embedding inclusive hiring practices and measurable DEI outcomes	X		X	X	
Skills / Knowledge	E	D	A*	I*	T*
High standard of written and verbal communication, with the ability to adapt style to individual or group.	X		X	X	
Capable of translating recruitment strategy into recruitment action plans that meet business objectives.	X		X	X	
Ability to shape and deliver Talent Acquisition strategies in line with organisational objectives and market trends.	X		X	X	
Ability to analyse recruitment data and labour market trends to inform strategy.	X		X	X	

Ability to build relationships, manage stakeholders and communicate at all levels within an organisation.	X			X	
Ability to influence senior stakeholders and represent the organisation at external forums and networks.	X			X	
Ability to negotiate with suppliers and deliver measurable savings through strategic sourcing.	X			X	
Knowledge and understanding of employment law and HR best practice in relation to resourcing and recruitment.	X		X	X	
Budget management and planning.	X		X	X	
Knowledge of public sector procurement frameworks and governance for organisation-wide recruitment spend.		X	X	X	
Appreciation of Workforce Planning – techniques, process, and engagement.	X		X	X	
Advanced knowledge of working with recruitment systems, in particular applicant tracking systems.	X			X	
Ability to administer and analyse psychometric tests, making recommendations to the business.		X		X	
Qualification / Education / Training	E	D	A*	I*	T*
Degree level qualification or equivalent professional experience in Human Resources, Talent Acquisition, Workforce Planning, Organisational Development, Business Management or a related discipline.	X		X	X	
Evidence of continuous professional or personal development.	X		X	X	
CIPD Level 5 or equivalent HR/recruitment certification.		X	X		
Professional training and development in recruitment practices.		X	X	X	
Professional training in supplier negotiation or commercial management		X	X	X	

***Key:** A = Application, I = Interview, T = Testing/Assessment

Core Expectations	
Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	‘One Organisation’ Mindset	Believe in each other’s expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements									
Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes ☐	No ☐	Yes ☐	No ☐	Basic ☐	Standard ☐	Enhanced ☐	None ☐	Yes ☐	No ☐

Job Evaluation Details			
Date Evaluation Agreed	JEP Reference	Grade	Job Family