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| Role Title: SMR – Technical Resourcer and Onboarder | | Date: February 2025 |  |
| Grade: C | | Business Unit: Service Maintenance and Repair |  |
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| **Role** | **Need to Do** | **Need To Know** | **Need to Be** |
| **Role Purpose**   * Carry out technical and competency based interviews with potential SMR Mobile Mechanics * Carry out competency-based interviews with potential candidates for any other areas of SMR as identified * Complete risk assessments for any pre-employment check flags that are raised * Organise all onboarding for new starters including but not limited to van/equipment allocation, accommodation, induction arrangements, uniform ordering, call sign & IT account requests and hire car booking * Support the induction of the Mobile Mechanics and Contact Centre colleagues including any required ride outs for induction assessments * Own and maintain effective communication channels with new starters from first contact until onboarded   **Role Dimension**   * Successfully carry out technical & competency interviews to meet the demands of the business * Accountable for the successful onboarding of all Mobile Mechanics & Contact Centre new starters * Accountable for the completion & submission for approval of pre-employment check risk assessments * Successfully support data collation in line with the reporting demands of the business   **Reports to:**  SMR – Operations Director  **Relationships**   * HR/Recruitment * Training * SMR Management & Leaders * External candidates | Deliver efficient and effective technical assessment & onboarding processes, together with HR, to ensure:   * A first-class candidate experience is delivered to all applicants joining the interview process & new joiners to the business * Delivery of a smooth, efficient onboarding process with new joiners kept up to date at every stage * On-going process development for technical assessment activity, ensuring the most appropriate, evidence driven and up-to-date assessment processes are maintained * On-going process development for onboarding activity * All risk assessments for pre-employment checks are completed within 48 working hours of being received & submitted to HR for approval * Eploy system is utilised with notes and outcomes for both technical assessments & ride outs * Maintain trackers and audit trails across shared platforms, ensuring 100% accuracy at point of change * Effective communication channels are maintained for all new joiners * Working with the wider SMR Management Teams, HR and training to ensure awareness of onboarding * Liaise and support Recruitment function with continuous improvement initiatives to achieve headcount requirements. * Any other reasonable task to support the overall SMR recruitment | **Skills/Knowledge/Experience**   * Interviewing/recruitment/onboarding experience essential * Understanding and experience of Technical Recruitment & Onboarding processes * Knowledge of field-based management and Technician roles * Ability to challenge and influence at all levels to improve and enhance / change existing processes to deliver improved return in investment * Excellent interpersonal skills, particularly an ability to communicate internally and externally with all levels in a knowledgeable and professional manner * Gravitas to manage stakeholders up to senior management * Proven ability to work under pressure, to defined timescales and budget * Process improvement experience * Target-driven and fast-pace * Up to date technical experience of light motor vehicle repair is essential | **Capabilities/Strengths**   * Strong relationship and interpersonal skills * Ability to influence and handle situations to affect a positive response * Process oriented person * Logical thinker, with proven problem-solving skills * Able to communicate professionally and credibly with external stakeholders * Able to work under pressure, working to tight timelines * Strong oral and written communication skills * Persistent, sees work through to completion daily   **Core Competencies**   * Building relationships – level 4 * Customer Focus – level 2 * Achievement drive – level 3 * Continuous improvement – level 2 * Interpersonal & influencing – level 4 * Judgement & Decision making – level 3 * Commercial Awareness – Level 3 * Team Working - Level 3 |

