

## Services Selection Lead

### Context

People & Culture have a mission to see CAP as a highly desirable workplace of the Christian world; attracting and retaining the very best people. We are the champions of our culture, magnets of talent, skills and ability transformers, ensuring all CAP's people have an enriched, and healthy work experience; all this to see CAP fulfill its vision.

### Purpose

The role of the Services Selection Lead is to look after the frontline selection process for all services. This role ensures the selection process for frontline is in line with the strategic aims of all departments with a stakeholder interest in Frontline workers.

### Passion

We are extremely passionate about making and keeping CAP a great workplace, treating people fairly, developing people so that both they and CAP achieve their full potential and having lots of fun as we go. We are also passionate to see CAP's life transforming services available to all communities across the UK; giving our clients the opportunity to hear and respond to the love of Jesus.

### Personality

We are professional and competent whilst being compassionate and 'make it happen' kind of people.

## Role:

### Accountabilities:

- Responsible for the coordination of all frontline service selection processes, following on from the Church Engagement and Network Teams.
- Continually assess the effectiveness of frontline selection processes and make adjustments when necessary.
- Liaise with the People Experiences and Network Management teams to arrange regional and head office selection days for frontline workers.
- Oversee all pre and post selection day communication to candidates.
- Lead and run both head office & regional selection days throughout the year.
- Ensure timely and accurate records are kept on INSPIRE pre and post training.
- Assist the wider People Operations team in any other tasks as they may arise.

### Measurable Outputs:

- Manage the services selection process to achieve agreed service level agreements for all communication to applicants - pre and post selection days
- Achieve 85% or higher positive feedback on assessment days from both candidates and internal stakeholders.
- Manage assessment day schedules to agreed timings
- Achieve 95% accuracy on all INSPIRE records for frontline workers, ensuring they are up to date and archived appropriately
- Projects set by Head of People Operations completed on time and to the expected standard

### Culture:

- Clearly live out and embrace the cultural values of CAP.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the Charity.

### Other Responsibilities Include:

- Being willing to pray with staff and be fully engaged with our Christ centered culture.
- To encourage friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives.
- Attendance at annual CAP staff conferences .
- Complete all compulsory CAP training within given timescales.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

### Person:

#### Education:

- A-Levels or equivalent

#### Experience:

#### Essential:

- Experience of telephone based customer service.
- Experience of collaborating within and across teams.

**Desirable:**

- Experience of managing a selection process.

**Skills/Abilities:**

- Excellent administration and organisational skills
- Ability to work well under pressure whilst prioritising time, tasks and attention effectively.
- Ability to work accurately, quickly, and with attention to detail whilst under pressure.
- Adaptable
- Excellent communication at all levels
- The ability to be decisive, proactive and use initiative.
- Ability to problem solve
- Ability to handle difficult conversations well
- Ability to collaborate across teams and departments
- Ability to self-manage and self-motivate

**Christian Commitment:**

- The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values
- Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of own personal faith and in line with CAP's Statement of Faith.

All adults working in, or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes: A responsibility to ensure a safe environment in which CAP Services can be delivered. Identify children and adults where there may be safeguarding concerns and to follow the CAP Safeguarding Policy in addressing any concerns appropriately.

**June 2020**