

## **HOLDEN JONES – JOB SPECIFICATION**

### **Temporaries Controller**

#### **Job Purpose:**

To maximise revenues and gross profit achieved in the Holden Jones branch you are based in and to interact successfully with all other branches to ensure all Holden Jones clients receive the highest levels of customer service.

#### **Responsibilities:**

To maximise revenues and gross profit achieved through exceeding monthly and quarterly targets as laid down by senior management.

To generate new business for Holden Jones through regular client contact including intensive telemarketing, e-mail shots, traditional mailers, client competitions etc.

To be working in line with two key performance indicators: to present candidates to clients within 4 hours where at all possible; and to maintain a Job Fill rate of over 70%.

To contact current Holden Jones temp clients on a regular basis to ensure a high level of client service is maintained as well as identifying new business opportunities

To attract a steady stream of available temporary staff through internet and hard copy advertising as well as re-registrations and referrals

To maintain the candidate / client details on the Lotus Notes package to enable others to quickly and easily identify candidate availability and client opportunities

To administer all necessary sales order paperwork and liaise with the Payroll Co-Ordinator to ensure an efficient payment / invoice process

To assist the Payroll Co-Ordinator with ensuring all timesheets are received by the Monday deadline and resolve any payroll queries that may arise from temps

To contact each Holden Jones temporary on a weekly basis to ensure their commitment and satisfaction with the position

To liaise with the Accounts department with regards to any invoicing or credit queries that may arise with temporary clients

To bring to the attention of the directors any escalating problems with clients or candidates

To provide monthly reporting for management on temp numbers, revenues, margins, fill rates etc

**Person Specification:**

Must have excellent communication skills with all levels of individuals

Must have tenacity and determination and not be phased by rejection

Presentable and articulate

High levels of self motivation, but enjoy working within a team

Ideally educated to degree level or equivalent

Experience within the recruitment industry is beneficial, but not at all essential where the above personal characteristics can demonstrated