



Manager of Talent Solutions

The Manager of Talent Solutions is a multi-faceted position with a focus on the people (mentoring, leading, resourcing), the processes (procedures and methodologies, process improvement, quality assurance), and the delivery of a diverse range of talent acquisition solutions, providing responsive and professional support to clients and team members. Specializing in all types of recruitment activities, this role provides leadership and mentorship to the Talent Solutions (TS) Team.

The Manager of Talent Solutions is highly organized and tech-savvy, and has the ability to communicate clearly, connect, and build trust with clients and team members, and foster positive, constructive and productive relationships through a solution-focused approach. A true people person who enjoys helping others succeed, working collaboratively with the entire Engaged team to deliver top talent to clients in a variety of sectors and professions.

General Duties and Responsibilities

Department Management:

- Oversee recruitment solutions from start to finish. This includes overseeing the team as they work directly with clients through the entire recruitment cycle.
- Manage the workflow and resulting resourcing for the team to ensure their time is fully utilized, leveraging skill sets within the team.
- Lead the development of processes, systems, and templates within the Recruitment Methodology, working collaboratively with the entire team to embed best practices and ensure efficiency, transparency, consistency, and standardization across recruitments.
- Bring thought leadership on recruitment topics, issues, and trends, always looking for ways to improve, grow, and optimize our talent acquisition solutions.
- Think critically and act strategically.

Managing Data and Quality:

- Lead the design of solutions following contracting including overseeing implementation of all delivery systems (e.g. Ruddr, ATS, client folder management etc).
- Manage systems, reporting and approvals for service delivery, budget management, employee time tracking and billing (e.g. posting plans, Ruddr and Bamboo HR).
- Define and analyze recruitment metrics and drive insights to improve performance.
- Leverage the team's knowledge and understanding of Engaged's internal Applicant Tracking System (ATS), while ensuring the team keeps the ATS data clean and accurate.
- Ensure all published materials meet departmental guidelines and standards of practice.

People Management:

- People manager of the TS team (guide, coach and mentor the team to optimal performance).
- Consistently delegate tasks, creating and leveraging opportunities for team members to gain experience, and exposure in all types of recruitment solutions.
- Mentor and coach the TS team on the candidate and client experience.
- Proactively look for ways to support the TS team, streamline workflows, and create efficiencies within processes.

Talent Acquisition Solutions:

- Lead full-cycle recruitments for clients, typically professional and executive level.
- Collaborate with clients and our team to understand the ideal candidate.
- Partner and work collaboratively with our Marketing department and clients to provide creative, highly targeted, and effective recruitment and employer branding campaigns.
- Build relationships of trust and mutual benefit for candidates, clients, and our team.
- Communicate and liaise between candidates and our clients.
- Develop new and innovative ways to source talent utilizing diverse channels and sourcing strategies.
- Build and grow a pipeline that supports our search for diverse top talent.
- Foster long-term client relationships and be their 'go-to hero' when recruitment needs arise.

Project Management:

- Manage recruitment systems for clients with multiple and often concurrent active recruits, working collaboratively with the team to ensure overall communication, internally and with clients.
- Execute on a variety of project tasks, including developing project plans and managing project hours and timelines.
- Maintain and develop long-term client relationships, fulfilling the role of project manager on various client projects, and provide solutions that bring tangible results.

Consulting:

- Establish and maintain your network of relationships with business leaders, building and promoting Engaged and our solutions.
- Implement and/or recommend solutions that articulate and define the symptoms being observed and the root cause of the issue, instilling a sense of calm and resolution for the client.

- Examples of consulting work include:
 - Support and educate hiring managers in understanding and navigating employment standards as it relates to recruitment, interviews, and offer letters.
 - Guide and coach business leaders through hiring decisions.

Skills and Qualifications

- A minimum of 5 years' experience in a recruitment management role.
- A minimum of 5 years' experience within the full scope of Talent Acquisition, including sourcing, metrics, interview and selection protocols, and candidate negotiation.
- Experience with the delivery of front-line, professional, and executive recruitment solutions.
- Experience using applicant tracking systems.
- A proven track record with sourcing and talent acquisition; you are always striving to attract top talent.
- Experience serving as an advisor and partner to hiring managers and leadership for all things related to recruiting.
- Strong knowledge of leading online platforms such as LinkedIn and Indeed.

Personal Attributes

- Energy, discipline, and a drive for success with a desire to learn.
- A desire to take responsibility for your part in the work and always looking for ways to help others.
- Exceptionally organized, detail-oriented, self-motivated, and client-focused.
- Highly adaptable and have a high tolerance for ambiguity.
- You can juggle many tasks and still stay on top of everything; in fact, you are always one step ahead.
- You are a critical thinker with strong written and verbal communication skills.
- You like to laugh, have fun and to work in partnership with your team!

Working Conditions

- This is a work-from-home position. We regularly create opportunity to connect as a team in Victoria, BC.
- Limited travel may be required to be in person at client workplaces in and around BC.

- We work with many not-for-profit organizations that have volunteer boards that meet outside of regular office hours. Some evening work or weekend work may be required to accommodate this.