**JOANNE KING CertRP FIRP**

6 Spinney Close, Gilmorton, Lutterworth, Leicestershire, LE17 5PR

01455 550325 / 07762 204153 [pippy.king@hotmail.com](mailto:pippy.king@hotmail.com)

**PROFILE**

Following 25+ successful years in the recruitment industry my passion is the delivery, coaching and assessment of Recruitment qualifications and CertRP accreditation to new and upcoming talent within the Recruitment and Business sector.

I am extremely loyal, dedicated and pride myself on being able to engage all learners to push themselves and achieve great results throughout the learning journey, through to completion and certification.

**EMPLOYMENT HISTORY**

**Recruitment Juice**

April 2018 – Present

**Recruitment Programme Mentor**

Delivery and Support of Level 2 & Level 3 Recruitment Apprenticeships.

**LEARNDIRECT**

Jan 2016 – Feb 2018

**Senior NVQ Apprenticeship Coach / Assessor for Recruitment & Business Qualifications.**

Planning and delivery of NVQ Apprenticeships.

Coaching, training and assessment for Recruitment, Team Leading, Business Admin & Customer Service Level 2 & Level 3.

Duties include;

* Apprenticeship Management, Coordination & Planning
* Delivery of NVQ Functional Skills - English, Maths & ICT
* REC - CertRP Coach
* Operational Recruitment Coaching & Training
* Exam Invigilation
* NVQ Assessments
* Weekly / Monthly KPI and Management Reporting
* QA Support & Countersign for newly appointed REC Assessors (Southern Region)

**MANPOWER GROUP UK**

June 2013 – 31st December 2015

**National Recruitment Manager**

Working as a National Recruitment Manager supporting Manpower’s PSL (Preferred Supplier) and MSP (Managed Service) clients and specialising in executive / professional level roles on a national basis. Managing the entire 360’ recruitment cycle for multiple roles across multiple sites throughout the UK. Salaries ranging from £30K-£130K through contingency, executive headhunting, candidate mapping and search assignments.

Key strengths include;

* Volume Resourcing & Recruitment ( Temp, Interim & Perm )
* Recruitment strategies
* Area candidate mapping
* National advertising campaigns
* Executive search / headhunting
* National candidate attraction
* Employee retention
* Onsite client management
* Weekly stakeholder and management meetings
* Management reporting and KPI’’s
* Staff inductions, training & supervision

**1STR/ FIRST RESPONSE LTD**

2011 – 2013

**Call Centre Recruitment Manager** (Interim Contract)

Interim position for a National Telephone Answering and Business Support Call Centre.

Key Sills include;

* Set up and delivery of recruitment processes
* Recruitment resourcing / volume projects
* Recruitment Advertising
* 360 interview and assessment process through to offer / acceptance
* Employee introduction and guidance
* Weekly board meeting to relay KPI information / future forecasting
* Stakeholder management

**IMPELLAM GROUP / BLUE ARROW**

2010 – 2011

**Senior Accounts Manager** (Interim Contract)

Employed on an interim basis as an onsite Recruitment Manager for both Argos Distribution site at Magna Park in Lutterworth and CPP Financial Services Call Centre in Tamworth.

Argos Distribution Centre

Recruitment, retention and management of 400+ Warehouse Operatives.

CPP Financial Call Centre

Recruitment, retention and management of Call Centre and Sales Agents.

**INFUSION RECRUITMENT SERVICES LTD**

2002 – 2010

**Commercial Staffing Director**

Joint business owner of a Leicestershire based recruitment consultancy offering temporary, permanent and interim recruitment solutions for a wide range of clients in the East Midlands.

Commercial, Industrial & Catering.

**PERTEMPS RECRUITMENT PARTNERSHIP**

2000 – 2002

**Branch Manager**

**KELLY SERVICES LTD**

1994 – 2000

**Temporary & Permanent Recruitment Consultant**

**Contract Solutions Team – Scotland**

BT, Abbey National & Direct Line Call Centre’s.

**EDUCATION**

7 X CSE (incl. Maths & English)

3 x A’ Level (English Language, Literature & Psychology)

Functional Skills – Maths, English & ICT

City & Guilds CAVA / TAQA Assessor Award

REC – CertRP

EPA – Independent Assessor

Qualified Exam Invigilator

Certified Coach

IOSH

CRB Cleared

**Excellent References can be obtained from all previous employers.**