

## Associate and Resource Manager

**Location:** Flexible

**Contract type:** Permanent, full-time or part-time

**Salary:** Competitive, starting from £40,000

**Reports to:** Business Development and Resourcing Manager

### Purpose

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To grow, manage and maintain our pool of trusted contractors and associates – attracting and building strong working relationships with our interim talent. This role will be responsible for managing each stage of the associate lifecycle including recruitment, fee negotiation, contracting, briefings and administration of files.

### Responsibilities

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#### Relationship management

- Building effective relationships with contractors and associates, developing and maintaining an understanding of their skills, expertise, and knowledge as well as the personal factors that may shape the kinds of assignments, they are likely to accept
- Regularly checking in with associates to keep an up-to-date view of their availability for work and to share information regarding upcoming work
- Working closely with the Business Development & Resourcing Manager to identify gaps in the associate pool and to support the development and progression of existing associates
- Liaising with Consulting teams to gather feedback on associate performance

#### Recruitment

Manage the end to end process for recruiting associates, including:

- Preparing adverts for campaigns – attracting contractors to IMPOWER
- Be the first point of contact for question and queries in response to adverts
- Filtering and screening potential candidates for live roles
- Logging details of suitable contractors for future engagements, maintaining a relationship with them in the interim
- Seek contractor references and conduct background checks.
- Manage the relationship with agencies for contractors commissioned through them.
- Actively work on recruiting talented contractors to grow IMPOWER's pool of trusted associates.

#### Contracting

- Negotiating and seeking relevant approvals for contractor day rates and T&C's.
- Prepare associate contracts and NDA's using appropriate templates.
- Requesting and logging insurance information - checking the details comply with relevant timeframes and parameters, keeping a log of expiration dates to proactively chase new information.
- Sending contracts out for review and signing to relevant parties, filing saved contracts into appropriate systems.
- Logging NDA expiry dates, proactively drafting and issuing new NDA's before they expire.

#### Resourcing

- Recommend associates to support filling current resource gaps as and when requested by the BD and Resourcing Manager.
- Cover for the BD and Resourcing Manager during periods of leave.

#### Briefings

- Work with internal staff to prepare and deliver associate briefing sessions on EDGEWORK methodology
- Provide and update relevant associate EDGEWORK guidance.

- Coordinate and send out regular IMPOWER and EDGEWORK updates.
- Work with project managers to ensure associates have a good onboarding experience to their projects.

**Filing and Administration**

- Keep and update a list of all associates within the pool, logging current availability, rates, requirements, skills and experiences, contract and NDA dates, statuses etc.
- Ensure all associate data is filed in appropriate folders, keeping in line with relevant data protection guidelines.

**Skills and experience**

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- 2-3 years in a similar role, or able to demonstrate transferrable skills and experience
- Must be a natural people person with the ability to maintain good relationships
- Relevant background in recruitment and/or resource management
- Good problem-solving skills with an ability to match people to roles
- Excellent negotiation skills
- Excellent organisational skills with a structured approach to their work
- Excellent stakeholder management skills
- Ability to build trust and credibility
- Desire to develop their own role as part of a growing organisation
- An understanding of management consulting is desirable.

**Competencies**

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<p><b>Being IMPOWER</b></p> <ul style="list-style-type: none"> <li>• Understands IMPOWER’s vision, purpose and values, and how profile, communications and events contribute to sustainable profitable growth</li> <li>• Demonstrates a good understanding of relevant Operations processes at IMPOWER, supporting staff in understanding and comply with appropriate policies and procedures</li> <li>• Works proactively and collaboratively with all staff</li> <li>• Understands the basic principles of EDGEWORK</li> <li>• Demonstrates key EDGEWORK behaviours including flexibility, persistence, patience and good judgement</li> <li>• Shows personal and professional ambition for building IMPOWER’s associate pool</li> <li>• Uses their professional skills, is willing to train others, and shows a desire to stretch themselves and develop their skills further</li> </ul>
<p><b>Building IMPOWER</b></p> <ul style="list-style-type: none"> <li>• Ensures delivery of own work positively impacts on IMPOWER’s vision and purpose</li> <li>• Actively works to identify and execute tasks and activities to support IMPOWER’s vision</li> <li>• Supports team and line manager in wider resourcing objective</li> <li>• Maintains network of external contacts to support resource needs and ensure the smooth running of the resourcing process</li> <li>• Actively recognises how their skills contribute to IMPOWER’s growth ambitions</li> <li>• Regularly considers the influences and dependencies between financial, commercial and people aspects of their own work.</li> </ul>
<p><b>Relationship Management</b></p> <ul style="list-style-type: none"> <li>• Develops strong working relationships within the business.</li> <li>• Maintains warm and productive relationships with external contacts</li> <li>• Is a trusted adviser in the design and delivery of IMPOWER associate contracting</li> <li>• Displays emotional intelligence, willing to adapt their communication style to achieve behaviours and input needed</li> <li>• Raises issues quickly and appropriately</li> <li>• Seen as approachable and supportive in their area of expertise</li> </ul>
<p><b>Managing and Developing myself and my team</b></p> <ul style="list-style-type: none"> <li>• Respects different people, cultures and experiences</li> </ul>

- Demonstrates self-awareness in understanding of own strengths and areas for development. Acts on feedback
- Works with line manager to prioritise work and reduce stress
- Pursues development opportunities and uses personal development budget
- Actively contributes to Director Team meetings, providing solutions and suggestions to support the wider business.
- Acts as a buddy to new staff, as appropriate.

**Consistent, Quality Delivery**

- Takes responsibility, using initiative and avoiding unnecessary risks
- Delivers high quality work with minimal changes required on review by their manager.
- Prioritises both urgent and important work
- Delivers work on time, to budget, and within set deadlines
- Keeps line manager informed
- Understands and acts on feedback, demonstrating a desire to learn and adapt style to ensure good quality work.
- Completes work with minimal numerical, spelling or grammatical mistakes.
- Consistently works to promote a professional corporate image through effective use of social media and other online engagement.
- Uses appropriate forms, documents and templates, and follows correct processes