

Job Title: Temporary Resource Lead

Location: Brackmills, Northampton with regular travel

Job Summary:

We are seeking a dynamic and proactive Temporary Resource Lead to oversee our temporary staffing needs and agency relationships. This role plays a critical part in ensuring our warehousing operations are fully staffed across all locations, meeting operational and business requirements. The ideal candidate will act as a key liaison between our organisation, temporary staffing agencies, and internal management teams to ensure smooth staffing operations and accountability.

Reporting to the Recruitment Manager this role will support the resourcing of temporary labour and management of the third-party suppliers. Working closely with our suppliers to ensure temporary worker numbers are met, peaks in workload are successfully managed and all candidates inducted correctly into the business. You will monitor performance, manage escalations, operational changes and communications. In addition to supporting any internal processes that arise from the temporary, casual labour pool to undertake all aspects of the full recruitment process, from job creation, candidate screening, through to the onboarding administration processes

Key Responsibilities include:

Agency Management

- Establish and maintain strong relationships with staffing agencies.
- Develop clear contracts, service-level agreements (SLAs), and expectations with agency partners, ensuring that Agency processes provide the level of data and KPI packs that detail performance against SLA as specified
- Monitor agency performance, ensuring compliance with agreements and addressing underperformance swiftly.
- Provide feedback to agencies to ensure they understand and meet business needs.
- Analysing weekly timesheet data to monitor agency usage, creating a monthly data pack for the Operations Management team
- Establish and monitor all suppliers and undertake bi-monthly reviews
- Identify and present recommendations to operations to help reduce spend
- Review and establish causes for unfavourable trends in the metrics, provide and implement root cause analysis and solutions

Staffing Coordination

- Partner with operational managers to identify temporary staffing requirements for each location.
- Check and execute staffing schedules to ensure all shifts and locations are covered effectively.
- Facilitate via Managers, the onboarding and offboarding process for temporary staff, coordinating with agencies and internal teams.
- Understand and have involvement in labour planning requirements, supporting the regional operations managers and ensuring the business is kept up to date with current labour supply, identifying and highlighting any risks in a timely manner
- Address last-minute staffing challenges and ensure coverage for unexpected absences or spikes in demand.

Performance Monitoring

- Track and analyse staffing metrics, such as fill rates, attendance, and quality of hires from agencies.
- Report staffing performance and challenges to management.
- Work with agencies to implement corrective actions when issues arise.
- Act as the main point of contact for agency rate, timesheets and invoice queries, working closely with operations and finance to ensure timely resolution
- Working with operations / recruitment team to reduce agency spend / support direct recruitment strategies where applicable

Collaboration and Communication

- Act as the main point of contact for staffing-related enquiries from operational managers and agencies.
- Foster collaboration between internal teams and agency partners to meet staffing goals.
- Ensure timely communication of staffing plans and updates to all relevant stakeholders.

Compliance and Best Practice

- Ensure all staffing practices adhere to UK labour laws and company policies.
- Promote diversity and inclusion in temporary staffing processes.
- Stay updated on industry trends and recommend process improvements.

General Recruitment and Projects

- Managing and overseeing the recruitment of the casual workforce, workers who may carry out work on an occasional basis.
- Acting a resourcer on key roles, making direct approaches to appropriate passive potential candidates
- Act as main point of contact on all early careers recruitment – apprentices, school leavers, graduates or similar

Qualifications, Competencies and Experience

- Solid experience in staffing coordination, resource management, or agency management, preferably in logistics or a similar field, including working with contingent labour needs and temporary staffing suppliers either agency, in house or in a resource planning capacity
- Strong organisational and problem-solving abilities.
- Excellent interpersonal and negotiation skills.
- Ability to handle high-pressure situations and last-minute staffing needs.
- Proficiency in using workforce management tools or systems.
- Strong relationship-building skills.
- Accountability-driven mindset - results-oriented with a focus on operational excellence.
- Enjoys working to targets and able to re-prioritise in line with changing business demands
- Confident communicator and negotiator to represent ILG, with clear verbal and written skills
- Experience of building relationships with suppliers, managing performance and supplier account management
- Sound knowledge of employment legislation relevant to the recruitment process
- Sound organisational skills to manage workload covering a range of disciplines
- Demonstrable experience CV screening, screening candidates and arranging interviews (desirable)
- Experience / Knowledge in the logistics / Warehousing sector (desirable)
- An element of travel may be required

This is full time role working 40 hours a week, 9.00 till 18.00 or 08.00 till 17.00, Monday to Friday within a busy team. Hybrid working of up to 50/50 available after successful probationary period.