

Job Title: **Onboarding Service Manager**

Location: **Oldbury**

Company: **Proffer Solution Ltd**

Reports To: **Executive HR Director**

Date: **04/06/2025**

Position Overview:

The Onboarding Service Manager occupies a critical position within the staffing and recruiting sector, tasked with the oversight and enhancement of the onboarding process for newly hired employees. This role necessitates a strategic and detail-oriented individual capable of facilitating a seamless transition for employees from the recruitment phase to their integration within the organization. The Onboarding Service Manager will engage in collaboration with various departments to streamline processes, enhance employee experiences, and uphold the highest standards of compliance and organizational culture.

Key Responsibilities

- Lead the onboarding process for new clients and recruits from initiation to completion.
- Develop and implement effective onboarding strategies tailored to client needs and organizational goals.
- Collaborate with cross-functional teams to streamline onboarding processes and enhance service delivery.
- Provide training and support to new hires on company policies, procedures, and culture.
- Monitor and assess onboarding metrics to identify areas for improvement and implement changes as necessary.
- Serve as the primary point of contact for client inquiries and concerns during the onboarding process.
- Ensure compliance with all relevant regulations and best practices throughout the onboarding lifecycle.

Requirements:

- Bachelor's degree in Business Administration, Human Resources, or a related field.
- Minimum of 5 years of experience in onboarding, recruiting, or HR management.
- Strong understanding of staffing and recruiting best practices and industry standards.
- Exceptional communication and interpersonal skills for effective client and candidate interaction.
- Proficient in using applicant tracking systems (ATS) and onboarding software.
- Ability to analyse data and metrics to inform decision-making and process improvements.
- Strong organizational skills and attention to detail, with the ability to manage multiple onboarding projects simultaneously

Application Process:

Interested candidates are invited to submit their resumes and a cover letter detailing their qualifications and experience to applications@proffersolutionltd.co.uk. The company is committed to diversity and inclusion and encourages applications from all qualified individuals.

Proffer Solution Ltd is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.