

Outbound Customer Services Executive, Oxford

Although we're a recruitment agency, the way that we work is unlike any other recruitment agency, and so this isn't a typical recruitment role at all. Firstly, this is not a sales role, so even if you have and discounted it, you might want to read on... Our Sourcing Consultants act more as Outbound Customer Services Executives. Providing a proactive service to our Account Managers, you'll be contacting applicants and suitable candidates for our wide range of vacancies and then supporting them through the recruitment process.

Who are we?

We are Corriculo! We do IT & scientific recruitment and are based in Oxford. We've been in business for over 8 years and have grown from 2 people in a small office to 26 in a much bigger one! If you are looking for career progression within a fun and supportive environment, then we want to hear from you!

What is a Sourcing Consultant?

Sourcing Consultants are candidate experts providing them as excellent customer service regarding their careers. Our team work with candidates to understand what they want to do and help support them to achieve it. You will inform them of new roles and coach them through the process, in order to give them the best chance possible of getting their dream job. This is a predominantly outbound, telephone based role, but it's not a call centre environment. There's no tracking of call times or downtime. We expect everyone to work as a team and do their fair share, but we also give you the flexibility to manage your own workload.

How is this different to a traditional recruitment role?

As we've said, this is more of an Outbound Customer Services Executive role than anything else. There's no hard sell involved, it's all about working with our candidates on a consultative basis and supporting them with their job hunt.

- **Training** – No prior experience is required. We offer an established, structured training programme, which is tailored to you, so you end up with the career you want!
- **We work as a team** – We have a fantastic team culture, where everyone helps each other to succeed. You'll be supported by a team of Customer Services Executives, working with you on each vacancy. As with any team, we share success with one another, with team activities and incentives as rewards! We've even been known to send out treats to the whole team, just because we think you deserve it!
- **We care about our candidates** – Working in recruitment you have the chance to make a huge difference to someone's life. We take that responsibility seriously and focus on making sure we are providing the right advice and roles for candidates.

Who are we looking for?

We're looking for someone who has a degree, or strong A levels in any discipline at all. You learn on the job, so prior experience is not necessary at all but any previous Customer Services Executive experience would be advantageous. So would any previous outbound calling experience. All we need from you is a willingness to work hard and as part of a larger team. Providing you have that, we'll work with you to achieve the career goals that you define.

Benefits

We want you to like being at work, so put a strong emphasis on work benefits. We have a flexible benefit scheme which allows you to pick and choose from a list of options. The value of this benefits package increases as you progress within the company. Some of our benefits include:

- Bonus scheme based on individual and team performance. Realistic first year OTE £27,000
- 23 days holiday, plus bank holidays. With service and bonuses this increases to 29 days within 5 years – You can also buy or sell some if you want to
- An extra day off on your birthday! – or another day in that month if you prefer
- Gym Membership, company pension, BUPA cash plan
- Monthly subscriptions - Monthly allowance to sign up to your favourite subscriptions whether that's Netflix, Amazon Prime or Graze Box, the list is endless!
- Option to work from home - you only need to come into the office 2 days a week. We offer flexible hybrid working so you choose the best location for you, including 100% office based if you'd prefer.
- Laptop and mobile phone are provided as standard
- Onsite canteen and free parking. You even get a free lunch!
- Company trips based on incentives
- Summer fair with rides, BBQ and candy floss!
- Annual training budget where you get to choose your own courses

If you're a confident, intelligent team player who wants to begin or push your career in recruitment forward then we'd very much like to talk to you. Feel free to give me a call on 01865 784 336 if you have any questions or send through your CV for review – vicky@corriculo.co.uk

Oxford – Hybrid office / remote role

£21,000 - £24,000 base plus bonuses. £25,000 - £27,000 first year OTE plus benefits

40 hours per week, Monday - Friday