



UNITEMPS

[www.unitemps.com](http://www.unitemps.com)



**Harper Adams  
University**

# Unitemps Harper Adams Branch Manager

Full time, permanent

Candidate information pack

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Of the sector, for the sector

# About Harper Adams

Harper Adams University is a welcoming, forward-thinking community of over 600 employees working together to create real, lasting impact – ensuring that everyone, everywhere, can access sustainable food, land, and animal systems. Our work contributes directly to planetary health, animal welfare and ultimately human wellbeing. We're passionate about what we do – and about the people we do it with.

We are deeply committed to the wellbeing and development of our colleagues. Our annual employee survey consistently tells us that staff are proud to work here, feel trusted to do their jobs, and are supported by their managers. Our inclusive and empowering culture is one of the many reasons our people stay, grow, and thrive.

While our rural Shropshire campus remains central to who we are, our presence now extends to Telford – a town with a rich history of innovation and revolution, and a fitting symbol of our ever-evolving mission. This growing site strengthens our ties to the local region and reinforces our commitment to inclusive education and collaboration that reaches far beyond any single postcode. Our impact and reach are proudly regional, national and international.

We offer:

- A beautiful rural working environment
- Generous holiday allowance with the opportunity to purchase more
- Flexible, agile working opportunities
- On-campus retail, catering and gym facilities
- Free staff parking
- Corporate discounts at seven fitness centres in Telford and Wrekin
- Enhanced maternity and sickness benefits
- Disability Confident Employer status
- Employee Assistance Programme
- Cycle scheme supporter
- Workwear provided (where applicable)

Harper Adams is the UK's leading specialist institution serving the agri-food, animal wellbeing, engineering and land management sectors. We are a world-respected provider of industry-led education and research in food production and technology, animal health, environmental sustainability and sustainable business. Our work is grounded through partnerships – with more than 1,100 organisations in the UK and beyond – that fuel our research, shape our teaching, and deliver genuine impact.

We began life in 1901 as Harper Adams Agricultural College and became a university in 2012. Our Chancellor is Her Royal Highness The Princess Royal and our Vice-Chancellor, Professor Ken Sloan, joined us in 2021. Our rural campus near Newport in Shropshire is supported by a growing site in Telford, offering a range of housing options and excellent rail and road connections to the West Midlands and beyond. We've invested more than £50 million in our estate in the last decade – including leading-edge teaching, research and veterinary facilities, modern laboratories, and a purpose-built Veterinary Services Centre. Our commercial farm spans 494 hectares and plays an active role in our education, research, and knowledge exchange.

Take a virtual tour of the campus: [Virtual Tour](#)

We are proud to be the UK's highest-ranked small specialist provider for the agri-food and animal wellbeing sectors, consistently delivering the largest cohort of graduates into these industries – with over 97 per cent going directly into employment. We currently welcome over 3,000 full- and part-time students across undergraduate and postgraduate courses, including subjects like agricultural engineering, veterinary nursing, business, land and property management, and veterinary medicine and surgery – the latter delivered through the Harper & Keele Veterinary School, established in 2020.



Most of our undergraduate students undertake a bespoke Placement Year, designed with industry and tailored to employer needs. Our courses are co-developed with our industry partners, and we offer a wealth of employer- and philanthropically funded scholarships via our Development Trust. We also support employers through a broad suite of CPD courses and our growing range of Higher Level and Degree Apprenticeships, which directly address sector skill needs.

In 2021, we launched the School of Sustainable Food and Farming, in partnership with the NFU, Morrisons and McDonald's. Its mission: to equip the industry with the skills and knowledge needed to achieve Net Zero by 2040.

Our research is internationally respected, particularly in sustainable agriculture, entomology, animal science, livestock nutrition, and precision farming. Our research covers the sciences and the social sciences. In the 2021 Research Excellence Framework, 60% of our work was classed as world-leading or internationally excellent. Our research spans the strategic and the applied – addressing critical global challenges in soil health, smart agriculture, the circular economy, land use and sustainable food systems. Much of our research is done in collaboration with industry, and all of our students contribute directly to this work through their own research projects.

Our research is structured through two main centres: the Centre for Crop and Environment Sciences and the Centre for Animal Welfare. We also have cross-cutting research groups including our Centre for Social Sciences, and our Future Farm which is pioneering sustainable agriculture and realising a roadmap to Net Zero.

Harper Adams is a young university with a bold heart – optimistic, pragmatic, and unapologetically ambitious. We face challenges with confidence and seek opportunity in every corner. Our Strategy 2030, led by Professor Ken Sloan, lays out a bold future grounded in five goals: inclusion, globally connected, community, influence and sustainability. It is a call to action for the whole Harper Adams community – and for those who want to make a difference.

## Facilities

We offer state-of-the-art resources across teaching, research and applied practice – from modern laboratories, smart agri-tech hubs and glasshouses, to engineering workshops and dedicated veterinary facilities. Many of our newest spaces – including the Veterinary Education Centre, Agri-Tech Innovation Hub and SMART Dairy – have been enabled through the work of the Harper Adams Development Trust.

## Catering and Sports

Our Students' Union operates a membership gym open to staff. Bowling greens and tennis courts are available in summer months, and catering outlets across campus provide convenient lunch options for everyone.

To find out more about us, visit: [www.harper-adams.ac.uk](http://www.harper-adams.ac.uk)



# About Unitemps

UNITEMPS

[www.unitemps.com](http://www.unitemps.com)

Established by the University of Warwick in 1997, Unitemps is a university-owned, campus-based recruitment service which seeks to address the key challenges in higher education, such as employability, compliance and financial limitations.

With over 25 years of experience providing specialised recruitment solutions, Unitemps is a unique model with our heritage firmly grounded in the higher education sector. Bridging the gap between academia and employment, our solution places candidates from the University and wider community into temporary, permanent, graduate and internship roles within the university and local businesses.

Following great success, the Unitemps Franchise model was launched in 2010. Since then, the network has grown rapidly, with 19 branches now operating at some of the UK's leading universities.

Now, there is a new opportunity with the launch of our 20th branch at Harper Adams University. As a Unitemps Branch Manager, you will lead and shape this franchise from the very first day. This is a chance to make a real impact, build strong local partnerships, and drive success of Unitemps in a vibrant university community.

The Unitemps model enables universities to operate their own recruitment service, providing the university with an efficient and cost-effective solution for staffing by keeping fees within the university and delivering real value through new revenue streams.

Crucially, Unitemps also enhances student experience and employability. By creating flexible, temporary, and permanent job opportunities supporting both financial independence and future career prospects. Unitemps strengthens relationships with both University and local employers, providing full compliance with employment legislation and supporting local growth.



# What does **Unitemps** do?

Unitemps offers a range of opportunities including temporary, permanent, internship, and graduate roles to students, graduates, and members of the local community.

We provide a full 360 recruitment service from sourcing high-quality candidates and carrying out screening and interviews, through to successful placement into roles across a variety of sectors. Whether we are placing student ambassadors on campus, sourcing a temporary administrator, or helping a local business recruit a graduate, Unitemps deliver personalised, compliant, and people focused service.

At our core, we prioritise people over profit. Reinvesting back into the university ecosystem while supporting candidates in gaining experience and financial independence. Our model ensures that employers receive quality staffing solutions from trusted institutions, while students and graduates benefit from valuable opportunities that support their success.





# Types of **recruitment**

Unitemps provides a broad range of recruitment, aiming to support both the university and the wider business community.

- Student and graduate roles (on and off campus)
- University staff recruitment
- External employer recruitment
- Local SMEs and large employers
- Specialist and general roles
- Temporary and permanent roles

## Benefits of joining the **Unitemps** network

- Part of a network of 20 universities
- Regular training
- Network meetings and support
- Annual conference and awards





# Your working environment

Harper Adams has extensive, well-equipped facilities and is constantly investing in its campus. Facilities include a range of modern teaching facilities and an extensive library, a variety of IT suites including an engineering design centre, newly extended laboratory facilities, a field laboratory and a livestock project centre, a glasshouse complex, an agricultural engineering unit with a large, covered soil working area and a number of sustainable technology installations.

New facilities opened since 2017 include new laboratories, an Agri-Tech Innovation Hub and SMART Dairy Unit. A Veterinary Education Centre opened 2021, in support of existing programmes and the new Harper & Keele Veterinary School. Capital funding to support the development of many of these facilities has been provided through the work of the Development Trust. The University also provides a range of training and professional development opportunities via its staff development programme.



# Job description

Title of the post:	Unitemps Branch Manager
Department:	Unitemps Harper Adams University
Reporting to:	Commercial Director Harper Adams Enterprises Limited

## Job purpose

Unitemps, Harper Adams University provides temporary staffing recruitment solutions to campus departments and commercial clients throughout the UK. The primary responsibility of this role is to manage Harper Adams University Unitemps office by generating revenue and building relationships with internal departments within the University, as well as developing commercial sales across the area local to the University and our key national industries.

The post-holder will be a strategic, and results-driven Branch Manager with a deep understanding of the recruitment industry and a strong track record of building and scaling high-performing teams, to lead and grow our recruitment agency. This leadership role is responsible for overseeing all aspects of the business including operations, business development, client relationships, team management, and financial performance.

The Branch Manager will develop a sales and marketing strategy to identify new external facing business opportunities, grow existing accounts and lead, motivate and develop the recruitment team. The Unitemps branch will also have responsibility to support recruitment campaigns for both temporary and permanent assignments. The post-holder is also responsible for identifying and organising marketing activities for the business to raise further awareness of Unitemps as a brand.

## Duties and responsibilities

### New Business Development

- The post-holder will be expected to develop a clear new business development plan to deliver external sales volumes to deliver the agency's strategic direction, business goals and growth plans.
- Arrange and attend meetings with key stakeholders within the University to promote the Unitemps service and working closely with the University Careers and Employability service.
- Oversee the branch sales team regarding implementation of new business development activities. This includes identification of sales leads, telesales, client prospect meetings, networking opportunities and the development of appropriate sales and marketing materials
- Work with the Warwick Employment Group, Unitemps Franchise Relationship Manager regarding identification and allocation of key accounts across the franchise network and ensure consistency of service supply
- Arrange and attend any relevant student fairs and open days to promote the service and increase the candidate base alongside the Careers and Employability Team within the University.



## **Account Management**

- Manage daily operations to ensure high levels of customer satisfaction with Unitemps services and compliance through a programme of regular progress meetings with existing clients, to expand usage and cross-sell other products and services. Act as point of escalation for any issues regarding service levels, or problems. Handle client feedback and resolve any service issues quickly and efficiently.
- Develop and foster strong, long-term relationships with clients, serve as the main account manager for a portfolio of clients, lead contract and price negotiations, understand client hiring requirements, business culture and objectives to deliver recruitment solutions.
- Hold regular client meetings, reviews and performance updates, collaborate with recruiters to ensure alignment on client needs and recruitment strategies.

## **Sales, Marketing and Business Planning**

- Develop annual operating and financial plans for the Unitemps Harper Adams University branch contribute to the strategic five-year planning process with regards to sales, marketing and pricing strategy.
- Project manage specific schemes which contribute to the expansion of Unitemps business.
- Prepare and present regular financial and operational performance reports to the HAU Enterprises board and/or University senior management.
- Develop a dynamic, sales target-driven environment, meet and exceed set sales and customer service targets through proactive customer engagement and persuasive leadership.

## **Vacancy and Candidate Management**

- Oversee the end-to-end recruitment process for all recruitment assignments, ensuring timely and accurate placement of candidates. Ensure the prompt and efficient advertising of all external vacancies, shortlisting of candidates, interview arrangements and administration of placed candidates.
- Develop talent pools to meet the anticipated needs of clients, monitor potential candidate supply and assessment of appropriate advertising mediums to attract suitable candidates for each role marketed.
- Monitoring of client and candidate advertising and marketing expenditure against agreed budgets.

## **Staff Management and Development**

- Lead, motivate and develop the Unitemps team, fostering a culture of excellence and continuous improvement. Provide mentorship and training to staff within the Team, motivating the team to deliver an excellent service across all business areas.
- Development and monitoring of appropriate KPIs to assess sales activity and performance.
- Undertake regular team meetings and 1-2-1 to update and develop staff.

## **Budget Management, Payroll & Finance**

- Manage the branch income and profit forecasts, ensuring profitability and cost control against the annual budget and 5-year stretch target forecast. Monitor branch KPIs and performance metrics, implementing improvements or enhancements to sales and marketing strategies where necessary to achieve financial forecasts.
- Work with the Group Payroll Team to operate the monthly payroll to ensure all staff are paid correctly and on-time.

- Manage weekly invoicing routines for inter-company charges and external clients, liaison with Group Credit Control for the collection of trade debtor balances.

## **Compliance and Governance**

- Ensure full branch compliance with all relevant employment legislation, including the Agency Workers Regulations (AWR), Employment Agencies Act, and Conduct Regulations. Act as the branch compliance lead, providing training and updates to the team on current and new legislation affecting recruitment practices, including GDPR, AWR, Right to Work (RTW) and Health and Safety responsibilities.
- Oversee and maintain accurate and up-to-date RTW documentation for all workers in line with Home Office guidelines, including regular audits and re-checks for time-limited permissions.
- Implement and monitor robust internal compliance processes to reduce risk and ensure legal and contractual obligations are met. Conduct regular internal audits of worker files and client records to verify adherence to legal and operational standards.
- Ensure all temporary and contract workers are provided with the appropriate Key Information Documents (KIDs), Assignment Details, and that all onboarding documentation are completed correctly and stored securely. Work closely with Group Human Resources Teams and/or Unitemps compliance teams to resolve any non-conformances in a timely and efficient manner.
- Ensure that all placements meet required vetting standards, including references, DBS checks (if applicable), qualification verification, and any sector-specific compliance checks.

## **Franchise Meetings**

- Have regular liaison with the Unitemps Franchise Relationship Manager to ensure all business development and processes are being adhered to
- Attend quarterly meetings with Warwick Employment Group to assess performance of the Harper Adams University branch and sales figures Adhere to the company Health and Safety Policy and guidelines.

## **General**

- Build strong relationships with the academic community, promoting a collaborative approach to financial performance and management. Lead workstreams which drive process, policy improvements and cultural change across the University.
- Represent the Unitemps Branch at internal and external events, working groups and University Group committees, some of which may require occasional weekend work, which would be part of the University TOIL policies and procedures.
- Attend Harper Adams Enterprises Board meetings, prepare and present comprehensive sales reports, including both financial metrics (e.g., revenue, profit margins, sales growth) and non-financial indicators (e.g., customer satisfaction, market trends, team performance).
- Promote Equality, Diversity and Inclusion for staff and students and embrace the company and University's Values and Behaviours Framework.



# Person Specification

	Essential	Desirable
Qualifications	Relevant professional qualification gained in recruitment, sales or marketing.	
Experience	<p>Proven track record in achieving recruitment sales targets. Must be able to identify new sales and marketing opportunities and act upon these.</p> <p>Ability to travel within the UK.</p>	<p>Prior experience of working within a HE institution.</p> <p>Previous knowledge or experience of the ADAPT recruitment database or similar would be advantageous, but training will be given.</p> <p>Driving licence and own transport.</p>
Knowledge/Skills	<p>A sound understanding of the recruitment market and business development at a senior level.</p> <p>Will be aware of new developments within recruitment, particularly with regard to legislative changes and issues affecting the HE/FE sector.</p> <p>Excellent communication skills as the role will involve delivering presentations to prospective clients and at networking events.</p> <p>The ability to produce convincing sales materials, sales and marketing strategies, plans and reports.</p> <p>Must be computer literate in the use of Microsoft applications and have an awareness of online recruitment methods.</p>	
Personal Qualities	<p>Proactive approach to adding value to clients.</p> <p>Ability to supervise/lead a team, monitor standards, develop and motivate staff.</p>	

# Contact details

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