

Recruitment Service Delivery Manager

Are you an experienced Recruitment Delivery Manager looking for your next challenge? Do you thrive on building trusted client relationships, delivering exceptional recruitment solutions, and working in a collaborative, fast-paced environment? If so, we'd love to hear from you.

At Certes IT, we deliver technology and resource solutions that make a real difference. Working across secure government, defence and national security environments, we help organisations deliver mission-critical programmes that protect and support the UK's most important services.

About the Role

We're looking for an experienced **Recruitment Delivery Manager** who shares our commitment to excellence, collaboration and accountability. This is an opportunity to become part of a team that values strong relationships, clear communication and delivering on promises. You'll play a pivotal role in supporting our clients' long-term success, ensuring they have access to the specialist talent they need to achieve their objectives.

This is a varied and rewarding role where you'll work closely with clients, manage key accounts, and play an integral part in delivering high-quality talent solutions across the defence and security sector.

Key Responsibilities

You'll have a strong focus on:

- Managing and growing existing client accounts.
- Developing strategic talent pipeline plans.
- Delivering contingent recruitment solutions.
- Building and maintaining strong relationships with senior stakeholders.
- Driving high-quality service delivery while identifying opportunities to add value and support clients' long-term goals.
- Ensuring an exceptional candidate and client experience throughout the recruitment lifecycle.
- Collaborating with internal teams to achieve successful delivery outcomes.

What We're Looking For

We're interested in speaking with individuals who have:

- Previous experience in a Recruitment Delivery Manager, Recruitment Account Manager, or similar delivery-focused recruitment role.
- Experience managing key client accounts and delivering contingent recruitment solutions.
- Capacity planning and Resourcing
- Strong stakeholder management and relationship-building skills.
- The ability to manage multiple priorities while maintaining excellent service levels.
- A proactive, consultative approach with a passion for delivering results.
- Excellent communication and organisational skills.

Why Join Certes IT?

At Certes IT, our people are at the heart of everything we do. We've built a culture founded on **integrity, collaboration, communication and delivery excellence**, where everyone is empowered to make an impact and contribute to shared success.

We believe great results come from great teams. That's why we invest in our people, support professional development and create an environment where expertise is recognised, ideas are welcomed, and achievements are celebrated. Whether you're developing client relationships, solving complex delivery challenges or helping shape recruitment solutions, you'll be supported by experienced colleagues who are passionate about what they do.

Join Certes and become part of a team that delivers meaningful outcomes, builds lasting partnerships and helps organisations achieve their mission-critical goals.

Your next mission starts here.

Apply & Send Your CV