



Derbyshire Constabulary

Job Description

Closing Date	Midday, Wednesday 19th February 2014 No late applications will be accepted
HR Service Centre Contact	Claire Philbin Internal: 733 1001 External 0300 3301330

Role Title	HR Services Manager
Grade and Salary	Grade K (£30939- £37332) Successful applicants would normally be appointed on the bottom of the salary grade. Exceptions may apply.
Hours	37
Suitable for job share or part time	Yes
Department or Division	Regional HR Service Centre
Location	Derbyshire Constabulary Headquarters, Ripley
Post Reports to	Head of Transactional Services
Other Considerations	Please note that, due to the nature of security checks undertaken, applicants must have 3 years continuous residency in the UK up to the date of the application and Home Office approval for indefinite leave to remain within the UK. All successful applicants will be required to submit themselves for drug testing in line with the Force's Drug Policy

Please note that applicants who are currently or who may be in the future subject to the terms and conditions of the Re-organisation, Redeployment and Redundancy policy (internal Police Staff policy) will be prioritised in the process should they choose to apply.

EQUALITY COMMITMENT

Derbyshire Constabulary is committed to equality and welcomes applications from suitably qualified people from all sections of the community in an effort to reflect the diversity of the community we serve. As part of this commitment, all applicants with a disability who meet the essential criteria for any police staff post will be invited to interview.

Derbyshire Constabulary has been awarded the Work Life Balance standard and can offer a range of benefits including a final salary pension scheme, flexible working and childcare vouchers.

Purpose and Description of Role

To deliver a quality customer focussed and professional service on all post-employment and payroll transactions to the two Regional Forces. Manage and develop a team of HR Customer Services

Officers to ensure that the team meets its objectives to provide an excellent service and seeks continuous improvement.

Specific Role Responsibilities:-

- Provide high quality and consistent HR advice and end to end HR transactional services to the Forces in line with policy and service agreements ensuring that legal requirements are met.
- Design and deliver effective HR transactional services including post-employment variations, payroll and training administration.
- Keep abreast of changes to employment law recommending changes to the Regional HR Service Centre and Force procedures to ensure compliance.
- Develop and monitor standard HR operating procedures to ensure a high quality and consistent service delivery.
- Monitor escalation of queries to improve front line services and support
- Manage and develop a team of HR Services Officers to ensure that the team meets its objectives to provide an excellent service and seek continuous improvement.
- Build and maintain collaborative and professional partnerships with HR colleagues, managers and other key stakeholders across the Forces.
- Utilise technology to improve service delivery and overall customer service ensuring feedback/customer satisfaction is measured and monitored
- Ensure compliance with the Data Protection Act and ensure that confidentiality is maintained at all times by HR Services Officers.
- Provide reports and statistics as required on the performance of the team
- Carry out any project work as required by the Head of Transactional Services.
- Contribute to the effective delivery of the Regional HR Service Centre by providing management and support to other areas as required.

Skills & Experience required:-

Essential:

- Graduate member of CIPD
- Significant experience of delivering generalist HR Services in a complex organisation
- Recognised qualification in process improvement techniques or relevant experience in application of process improvement tools
- Excellent communication skills –written and verbal including preparation of reports and presentations
- Experience of managing teams in a fast moving environment where there is a requirement to meet challenging deadlines.

- Able to demonstrate problem solving skills and development of effective solutions
- Experience in a customer focussed environment and delivering to agreed performance indicators
- Able to build good relationships with key stakeholders.

Desirable:

- Knowledge of payroll processes and taxation matters
- Previous experience in recruitment
- Experience of undertaking audits

Please use the attached application form to register your interest in this role. CV's will not be accepted but additional sheets can be attached to the application form to ensure you capture your relevant experience and skills.

PERSONAL QUALITIES

The post holder will be assessed for appointment against the following personal qualities. Derbyshire Constabulary's staff are assessed against these qualities.

Decision Making	Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options, evaluating evidence and seeking advice where appropriate. Makes clear, timely, justifiable decisions, reviewing these as necessary. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.
Leadership	<p>Leading change Positive about change, adapting rapidly to changing circumstances and encouraging flexibility in others. Identifies and implements improvements to service delivery, engaging people in the change process and encouraging them to contribute ideas. Finds more cost-effective ways to do things, taking an innovative approach to solving problems and considers radical alternatives.</p> <p>Leading people Inspires people to meet challenging goals, maintaining the momentum of change. Gives direction and states expectations clearly. Talks positively about policing, creating enthusiasm and commitment. Motivates staff by giving genuine praise, highlighting success and recognising good performance. Gives honest and constructive feedback to help people understand their strengths and weaknesses. Invests time in developing people by coaching and mentoring them, providing developmental opportunities and encouraging staff to take on new responsibilities.</p> <p>Managing performance Translates strategy into specific plans and actions, effectively managing competing priorities with available resources. Takes a planned and organised approach to achieving objectives, defining clear timescales and outcomes. Identifies opportunities to reduce costs and ensure maximum value for money is achieved. Demonstrates forward thinking, anticipating and dealing with issues before they occur. Delegates responsibilities appropriately and empowers others to make decisions. Monitors progress and holds people to account for delivery, highlighting good practice and effectively addressing</p>

INTEGRITY



RESPECT



PERFORMANCE



RESPONSIBILITY



INNOVATION



	underperformance.
Professionalism	Acts with integrity, in line with the values and ethical standards of the Police Service. Acts on own initiative to address issues, showing energy and determination to get things done. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and challenging situations. Upholds professional standards, acting as a role model to others and challenging unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and continuing to develop own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to make unpopular decisions or take control when required.
Public Service	Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Ensures that all staff understand the expectations, changing needs and concerns of different communities, and strive to address them. Builds public confidence by actively engaging with different communities, partners and stakeholders. Identifies the best way to deliver services to different communities. Understands partners' perspectives and priorities, and works co-operatively with them to deliver the best possible overall service to the public.
Working with others	Builds effective working relationships with people through clear communication and a collaborative approach. Maintains visibility by regularly interacting and talking with people. Consults widely and involves people in decision-making, speaking to people in a way they understand and can engage with. Treats people with respect and dignity regardless of their background or circumstances, promoting equality and the elimination of discrimination. Treats people as individuals, showing tact, empathy and compassion. Sells ideas convincingly, setting out the benefits of a particular approach, and striving to reach mutually beneficial solutions. Expresses own views positively and constructively, and fully commits to team decisions.

Prepared by:
Checked by:
Date: