



Role title:	Project Officer – HR Service Centre Service Improvement Team
Grade & salary:	G £24,660 - £30,951 per annum pro rata
Working hours/shift pattern:	Full Time, Part Time and/or Job Share
Additional allowances:	N/A
Location:	FHQ Ripley, Derbyshire
Post reports to:	Head of HR Service Centre
Suitable for job share or part time:	Yes
Other considerations (e.g. travel)	Ability to travel throughout the counties of Derbyshire, Leicestershire and on occasion nationally and have access to own transport.
Date last reviewed:	10 th February 2020

Purpose and Description of Job Role:

To support the delivery of key projects for the HR Service Centre with an emphasis on Continuous Improvement.

The role is responsible for the delivery of business change projects for the HR Service Centre in conjunction with the Project Sponsor. They will ensure that projects are delivered efficiently, on time and in accordance with the necessary project specifications.

Specific Roles and Responsibilities:

- Conduct research in order to identify best practice in Applicant Tracking Software (e-Recruitment) and evaluate and present options to key stakeholders.
- To take responsibility for developing the forces e-Recruitment solution, conduct research to identify best practice and present options to the HR Service Centre Management team.
- To configure and test the e-Recruitment solution to meet the needs of the organisation.
- To undertake projects as directed in relation to work carried out by the HR Service Centre.
- To take an active lead in consultation and the coordination of projects by producing scoping reports, obtaining high levels of stakeholder engagement and ensuring tasks are completed within given timescales and within budget in order to deliver the intended outcomes.
- To plan, organise and facilitate meetings and workshops, in order to determine and deliver on force requirements.
- Co-ordinate the delivery of robust User Acceptance Testing and to provide written reports based on the outcomes of these events.
- To support and develop a culture of continuous improvement in service centre processes.

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- To act as a systems administrator/super user for a variety of Service centre systems.
- To interrogate systems and provide relevant data for both statutory requirements and for producing management information.
- To carry out any other reasonable duties within the overall function commensurate with the grade and level of responsibility of the post.

Skills & Experience Required:

Essential:

- Knowledge of project management methodologies and experience of working in a project environment.
- Previous experience of working with stakeholders across all levels in a multi-partnership environment.
- Able to demonstrate use of business process improvement techniques to deliver continuous service improvements.
- Good verbal communication skills, including the ability to liaise with all levels of the organisation and external suppliers as well as facilitating, leading and presenting at meetings.
- Good written communication skills, including the writing of reports, minutes of meetings and production of user guides.
- Experience as a system administrator and experience of configuring IT systems including configuration at a coding level.
- Ability to analyse data, report on trends through the use of data analytic tools.
- Demonstrate an ability to work under pressure, to tight deadlines, and the ability to plan and organise busy workloads.

Desirable:

- Prince II qualification or equivalent project related qualification.
- Experience of working with a complex organisation to implement new IT systems.
- Knowledge of recruitment practices/processes.

Personal Qualities:

We have identified nine competencies that help describe what effective behaviour looks like in Derbyshire Constabulary. These competencies illustrate how we put our Force's guiding principles into practice so that everyone understands what is expected of them in their day-to-day work:

Acting with Integrity: Is trusted and respected by others and is known as someone who does what they say they'll do. Understands the impact and consequences of doing (and being seen to do) the right thing, is happy to raise concerns and will challenge inappropriate or unethical behaviour.

Working with Others: Works to develop a positive team spirit and appreciates the value different backgrounds and experience can contribute to team success. Is approachable and inspires others to do their best. Treats others with dignity and respect, and maintains a positive, friendly outlook. Appreciates the contributions of others – and lets them know.

Problem Solving & Innovation: Uses experience, creativity and common sense to solve problems practically and innovatively. Makes sure they fully understand the problem, its cause and implications. Seeks the input and views of others. Weighs up options to make sure the solution they choose is the most effective and makes good decisions in a timely way.

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Planning and Organising: Is clear about their goals and creates plans and processes that are targeted at the right priorities – those that will truly deliver the most value. Copes well with change and uncertainty, knows that it's not always possible to get the full picture or remove every risk before taking action.

Communicating & Influencing: Presents written and verbal communication in a clear and effective way. Puts across points of view persuasively, but keeps an open mind and is willing to change their position if sound arguments are presented back.

Personal Development: Takes opportunities to improve their skills, knowledge and experience. Gives and seeks constructive feedback to help them and others develop successfully.

Delivering Results: Delivers what is needed when promised. Enjoys adding value, knows what needs to be done and stays focused. Identifies issues or obstacles that could prevent or delay getting things done and takes appropriate action.

Customer Focus: Knows how they personally support the service we provide to the public. Is absolutely passionate about adding value for the public and internal stakeholders, improving processes and removing unnecessary cost and waste. Understands how their attitude and behaviour impacts on public perception of the service we provide.

Operational & Technical Awareness: Keeps well-informed and knows what internal and external factors could impact on our performance. Promotes and pushes activity that improves performance and our service to the public. Is knowledgeable and effective in their area of expertise.

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