



<b>Role title:</b>	HR Operations Admin Team Leader
<b>Grade &amp; salary:</b>	G - £26,958 - £33,348 per annum
<b>Working hours/shift pattern:</b>	37 hours per week, Monday – Friday
<b>Additional allowances:</b>	N/A
<b>Location:</b>	Force Headquarters
<b>Post reports to:</b>	HR Manager
<b>Suitable for job share or part time:</b>	Suitable for Part Time subject to negotiation.
<b>Other considerations (e.g. travel)</b>	The role is based at Force HQ but there will be a requirement to <b>work agile</b> and travel around the county.
<b>Date last reviewed:</b>	January 2023

### Purpose and Description of Job Role:

Manage and develop a team of HR Administrators who support the wider team and co-ordinate administrative tasks primarily across the HR Operations function but also to other areas of People Services where required.

### Specific Roles and Responsibilities:

- To be responsible for the line management of a team of administration staff.
- To develop the HR Operations administration service, by introducing new ways of working to ensure the team deliver an effective and efficient service to the HR team and the wider organisation.
- Coach, develop, motivate to achieving a high performing team.
- Maintain an overview of mailboxes and be a point of contact for Administrators to escalate complex queries to.
- To be responsible for providing administrative support to the team, ensuring that HR documentation e.g. workforce establishment information and case management tracking systems are kept up to date.
- Plan resource needs and manage workload distribution, allocation of tasks, and monitor service levels

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- To answer employment queries from managers and staff and provide policy guidance and low level employment law advice.
- To provide management information and data from a variety of sources to the wider HR Team.
- To be responsible for the re-prioritisation of work for the HR Administrators dependant on workload and manage our customer's expectations with regard to timescales of work requested.
- To produce written correspondence including letters and minutes of meetings.
- Ensure compliance with the Data Protection Act and ensure confidentiality is maintained.

### **Skills & Experience Required:** **Essential:**

- Experience of managing and developing a team
- Excellent communication skills in a customer focus role ensuring that a high level of service is provided.
- To have proven ability working as a team member and building relationships within it.
- Must be proficient in Microsoft Office, specifically Outlook, Word and Excel with the ability to compile and present data, maintain and update records, sort and filter data, and use formatting.
- Experience of providing HR advice and guidance to managers
- Demonstrate knowledge and an understanding of employment legislation
- Experience of effectively managing a varied workload, working to tight deadlines and delivering results through effective planning and organising of work.
- Experience of working as part of a team to solve problems and make decisions.
- Ability to demonstrate good organisational skills and initiative

### **Desirable:**

- Hold the CIPD Level 3 Foundation Diploma in Human Resource Practice
- Significant experience in HR Administration
- Knowledge of Data Protection and employment law

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**Personal Qualities:**

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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.

**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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