



Role title:	HR Services Officer
Grade & salary:	C/D £17,376 - £22,275 (progression through the grades is subject to a career progression scheme)
Working hours/shift pattern:	37 hours per week, 8am-5pm (covering)
Location:	FHQ Ripley, Derbyshire
Post reports to:	HR Service Centre Team Leader
Suitable for job share or part time:	No
Date last reviewed:	2 nd November 2018

Purpose and Description of Job Role:

To deliver a customer focused effective and efficient HR transactional and administrative service to the Regional forces. Contribute to a flexible and resilient service by developing proficiency in multiple disciplines within the HR Shared Service Centre (HRSSC).

Specific Roles and Responsibilities:

- Provide an effective, quality transactional service across the areas of recruitment, training, and post-employment as required.
- Contribute to a flexible and resilient service by developing proficiency in multiple disciplines within the transactional service centre.
- Provide 1st line HR advice, manage and resolve customer enquiries and requests for service support in line with the relevant Force policies.
- Contribute to reports and statistics through maintenance of accurate information and data records.
- Take personal responsibility for prioritising workloads in accordance with agreed deadlines and delivery standards.
- Prepare, collate and record information across HR, ensuring accuracy and integrity of data within all areas of responsibility.
- Contribute to the process of continuous development within HRSSC.
- Contribute to the effective running of the HRSSC by carrying out ad hoc or rostered team tasks as required.
- Attend career and job events as and when required this would be occasional evening and weekends.



Skills & Experience Required:

Essential:

- Experience in HR Processes and giving generalist advice on recruitment, training, employee relations or post-employment matters.
- GCSE English Language Grade C/4 or above or equivalent level qualification, or demonstrable previous experience in preparing written correspondence and communicating with internal and external customers in writing.
- Experience of providing excellent customer service to include dealing directly with customers over the phone and also face to face.
- Experience in the use of Microsoft Office applications.
- Experience in using computerised databases.
- Experience in dealing with confidential matters.
- Good team worker.

Desirable:

- Certificate in Personnel Practice, or equivalent qualification

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.

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.

Our principles

Doing the right thing Making a difference Shaping the future



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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