



Derbyshire Constabulary

Job Description

Closing date	23:55pm, Monday 26 th March 2018 Please note late applications will not be accepted
HR Service Centre Contact	recruitment@derbyshire.pnn.police.uk 0300 122 8900 (Option 1)
Role Title	HR Services Officer
Grade and Salary	Grade C/D £16,314 – £21,618 per annum Successful applicants would normally be appointed on the bottom of the salary grade. Exceptions may apply.
Hours	TBC
Suitable for job share or part time	Yes
Department or Division	Shared HR Service Centre
Location	Derbyshire Constabulary Headquarters, Ripley
Post Reports to	Team Leader
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 In addition, applicants must note that they will be required to work evenings or weekends to assist with events or other duties

Please note that applicants who are 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 the principles of Equality, Fairness and Diversity, and we welcome applications from all sections of the community in our efforts to recruit a diverse and flexible workforce that reflects the communities we serve.

As part of our commitment to equality, all applicants with disability who meet the essential criteria for any police staff post will be invited to interview.

Derbyshire Constabulary offers a range of benefits including a local government pension scheme, Specsavers eye care vouchers, child care vouchers as well as a staff discount scheme called 'My Extras'. This covers a wide variety of retailers and includes discounts & cashback. My Extras also provides discounted gym membership and a healthcare cashplan. This scheme however is non contractual and the force does reserve the right to withdraw or change the terms of the scheme.

Purpose and Description of Role:

To deliver a customer focussed 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 HRSSC.

Specific Role 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.
- To uphold the Force's Values of Performance; Innovation; Responsibility; Respect; Integrity

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 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

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 before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgment, ensuring actions and decisions are proportionate and in the public interest
Leadership	<p>Openness to change Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change. Takes an innovative and creative approach to solving problems.</p> <p>Service delivery Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate</p>
Professionalism	Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting as a role model to others and challenging unprofessional conduct or discriminatory behavior. Asks for and acts on feedback, learning from experience and continuing to develop own professional skills and knowledge.

INTEGRITY



RESPECT



PERFORMANCE



RESPONSIBILITY



INNOVATION



	Remains calm and professional under pressure, defusing conflict and being prepared to step forward and 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. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Develops partnerships with other agencies to deliver the best possible overall service to the public
Working with others	Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships and a good team spirit. Explains things well, ensuring instructions are understood and talks to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeping them informed of progress and managing their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.

Prepared by:
Checked by:
Date: April 2017