



ROLE PROFILE

Post Title:	HR Services Assistant	
Grade:	LC 4 – 5 (Progression arrangements apply)	JE: 1862
Location:	Human Resources HQ	
Responsible to:	HR Services Officer	

Job Purpose:

To be responsible for delivering a quality of service to applicants applying for roles within the Constabulary both internally and externally.

To deliver all elements of recruitment/ promotion processes for officers, staff, agency and volunteers.

To provide accurate and timely administration of Flexible working applications focusing on Customer Service

Answering and making calls to internal and external customers about Recruitment and Flexible working processes, ensuring that consistent excellent customer care and communication skills are used

Key Responsibilities:

This is not a comprehensive list of all the tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- Assist in the delivery of a customer focused administrative service ensuring that the Constabulary meets all HR priorities in relation to Recruitment and Flexible Working
- Deal with internal and external enquiries by telephone, correspondence or personal contact and to liaise with divisions and departments, staff associations and external organisations as required.
- Assist in the development and implementation of Human Resources systems and administrative procedures to facilitate effective and efficient working practices.
- Update, amend and maintain personal records, general files and computerised systems in an appropriate manner, utilising them to deal with enquiries.

- Assist in the preparation and analysis of management information, producing reports and statistics as required.
- To take a pro-active approach to problem solving which focuses on solutions aiming for continuous improvement in the services provided
- To provide effective and courteous liaison with customers both internally and externally
- To be responsible for the day to day processing of HR transactions within the Service Centre such as, but not exclusive to, recruitment processing and flexible working requests
- To ensure compliance with Force policies and procedures.
- To carry out related duties or projects as required in the interests of departmental effectiveness.
- Support the delivery of HR Performance Indicators and service level agreements.
- To administer and assist in the delivery of assessments for Police Officers, Police Staff, Specials, PCSO's, Agency staff and transferees
- To provide administrative support for promotion processes
- To accurately record and effectively use Police systems such as Oracle and Oleo
- Complete processing and pay forms demonstrating a high level of accuracy and attention to detail
- To support Recruitment events and the effective use of social media
- To undertake administration associated with Flexible Working applications, ensuring they are processed in a timely manner and in line with legislation
- To provide guidance on Flexible Working processes and procedures
- To support the HR Services Manager and HR Officers with Flexible working appeals
- Support the HR SMT in order to meet operational demand. Whilst the post holder will have primary responsibility within their designated portfolio, there is an expectation that they will assist throughout the HR Department as required by organisational need.
- Keep up to date with changes to working practices in HR supported by the organisation and to implement and share best practice with colleagues.
- To carry out any other duties which are consistent with the nature, responsibilities and grading of the post.

Behaviours :

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. These competencies will be incorporated into the interview stage of the selection process.

For more details on these competencies please follow the link provided.

<https://profdev.college.police.uk/competency-values/>

This role is required to operate at or be working towards the levels indicated below:

Resolute, compassionate and committed

Behaviour	Level	To be Identified by
We are emotionally aware	1	Interview
We take ownership	1	Interview
Inclusive, enabling and visionary leadership		
We are collaborative	1	Interview
We deliver, support and inspire	1	Interview
Intelligent, creative and informed policing		
We analyse critically	1	Interview/Assessment
We are innovative and open minded	1	Interview

Please note the link will provide information about all competency levels however you should refer to the level indicated above.

The levels are progressive so for example if level 2 is applicable all the areas in Level 1 & 2 in that competency area would apply to the role.

Values :	
All roles are expected to know understand and act within the ethics and values of the Police Service. These will be assessed within the application/assessment or interview stage of the recruitment/selection process.	
Integrity	Impartiality
Public Service	Transparency

Qualifications, Knowledge and Experience:		
Essential	Desirable	To be identified by
Qualifications		
Test Administration Trained or willing to undertake	Recruitment and Selection Trained	Application Form
	CIPD Level 3 Certificate	Interview
Knowledge and Experience		
Experience of working in an administrative/clerical role within a busy office environment	Experience of administering recruitment processes	Application Form/Interview
Experience of producing accurate written information and demonstrate a high level of attention to detail		Application Form
Experience of maintaining strict confidentiality, using tact and diplomacy where applicable		Interview
Experience of updating and maintaining manual and computerised records accurately		Interview
Experience of working with minimal		Application

supervision, organising and prioritising own workload		Form
Experience of communicating clearly with internal and external contacts in a courteous and diplomatic manner		Application Form
Experience of using Microsoft Software Applications, including Word, Excel & Outlook		Interview
Experience of working to deadlines and tight timescales, within a busy environment		Interview
Other		
An acceptable level of sickness absence in accordance with the Constabulary's Attendance Policy.		Attendance to be checked post interview by Recruitment for internal staff, via references for external applicants
Demonstrates a flexible approach to working practices and hours		Interview

Please note that the use of the terms "Assessment & Interview" is based upon candidates being successfully short-listed. In addition, the Division reserves the right to select the most suitable candidate based upon any combination of assessments that is deemed appropriate.

Date last updated: March 2019

Progression arrangements

HR Services Assistant

LC 4 – LC 5

The following arrangements are all subject to the needs of the post and not the post holder and can be superseded by management appointment if there is a demonstrable link to PDR

LC 4 - Upon appointment

LC 5 - After proven satisfactory and assessable performance in the post at LC4 Level and able to demonstrate (with minimal supervision) the ability to carry out tasks as follows:

- Regularly undertaking basic research, collating a range of facts and information from various sources prior to analysis and evaluation, and preparing management information for interpretation by self or others.
- Consistently producing high quality routine correspondence
- Regularly providing accurate and timely advice and guidance to managers relating to HR policies and procedures
- Evidencing a comprehensive knowledge and understanding of HR systems and processes
- Consistently providing a high level quality of service

Note

Assessable performance will be determined by the first line manager and evidenced through PDR

It is the post-holders responsibility to apply for progression arrangements by demonstrating that they have achieved the necessary competence under each of the criteria outlined in the progression arrangements