

**LANCASHIRE CONSTABULARY
JOB DESCRIPTION**



**Lancashire
Constabulary**
police and communities together

Post Title: Human Resources Assistant

- Payroll and Process,
- Recruitment and Selection,
- Health Services, or
- Employee Relations and Organisational Development

Location: HQ

Responsible to: Payroll and Process Team Leader,
Recruitment and Selection Team Leader,
Health Services Co-Ordinator, or
Employee Relations and Organisational Development Advisor

Job Purpose: To undertake administrative duties within the Human Resources Department. HR Assistants will be expected to work within any team within the department based on organisational need.

Grade: LC 4/5 (Progression Arrangements Apply)

KEY RESULT AREAS

- Assist the Team Leaders in the delivery of a customer focussed administrative service ensuring that the Constabulary meets all HR priorities in relation to Recruitment/Payroll and Processing/Health Services and Employee Relations and Organisational Development.
- 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 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 such as Recruitment Agencies/ Employers/Inland Revenue, Benefits Agency, divisions and departments etc.
- To be responsible for the day to day processing of HR transactions such as, but not exclusive to, recruitment processing, starters and leavers, payroll processing, statutory and contractual sick and maternity pay schemes, administration of childcare voucher scheme, flexible working requests, resourcing, attendance, organisational development etc.

- Support the work of other teams within HR as required in order to meet operational demand. Whilst the post holder will have a primary role within the department, there is an expectation that there will be an integration of the HR teams as required to meet organisational needs.
- 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.
- Demonstrate a strong commitment to delivering a high standard of service with an emphasis on quality at all times.
- To promote and comply with our obligations under the Equality Act 2010 and Lancashire Constabulary's policy on health and safety both in the delivery of service and the treatment of others.
- To be responsible for improving personal performance by actively engaging in the Professional Development Review (PDR) process.
- To carry out any other duties which are consistent with the nature, responsibilities and grading of the post

CANDIDATE SPECIFICATION

Essential	Desirable	To be identified by
Knowledge/Experience		
Experience of working in an administrative/clerical role within a busy office environment		Application Form/Interview
Experience of HR and / or payroll systems and procedures		Application Form/Interview
Experience of producing accurate written information and demonstrate a high level of attention to detail		Application Form/Interview
Experience of maintaining strict confidentiality, using tact and diplomacy where applicable		Application Form/Interview
Experience of updating and maintaining manual and computerised records accurately		Application Form/Interview
Experience of working with minimal supervision, organising and prioritising own workload		Application Form/Interview
Experience of communicating clearly with internal and external contacts in a courteous and diplomatic manner		Application Form/Interview
Experience of using Microsoft Software Applications, including Word, Excel & Outlook		Application Form/Interview
Experience of working to deadlines and tight timescales, within a busy environment		Application Form/Interview
Knowledge of Health & Safety, Equality, Data Protection Principles and Community & Race Relations Legislation/issues		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
Demonstrates a flexible approach to working practices and hours		Interview

Personal 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 judgement, ensuring actions and decisions are proportionate and in the public interest.	Interview / Assessment / PDR*
Leadership – 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.	Interview / PDR *
Leadership – 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.	Interview / PDR *
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 honestly and ethically, and challenges unprofessional conduct or discriminatory behavior. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.	Interview / PDR *
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. Works in partnership with other agencies to deliver the best possible overall service to the public.	Interview / PDR *
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. Explains things well, focusing on the key points and talking 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, keeps them informed of progress and manages 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.	Interview / PDR *

*Professional Development Review (PDR) refers to the on-going internal appraisal scheme that Lancashire Constabulary employ to monitor and develop its employees.

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.

LANCASHIRE CONSTABULARY

Progression Arrangements

Human Resources Assistant

LC 4 – LC 5

The following arrangements are subject to the needs of the post and not the post holder.

These progression arrangements do not prevent management seeking authority to request an appointment above the minimum spinal column point subject to the individual meeting the progression arrangements.

LC 4 - on basic level appointment

LC 5 - After one year's satisfactory performance in the post at LC 4 and having evidenced proactivity and assessable performance by:

- Regularly undertaking basic research, obtaining facts, producing or bringing together a range of information from one or more sources prior to analysis and evaluation; preparing statistics or other information for interpretation by self or others
- Consistently producing high quality routine correspondence
- Providing accurate and timely advice and guidance to managers on a regular basis relating to any HR policy /procedure
- Evidencing a comprehensive knowledge and understanding of HR systems and processes
- Consistently providing a high level quality of service