



Lancashire Constabulary



HR Service Centre Manager

Appointment brief
November 2018

Introduction

Thank you for your interest in this role.

The Human Resource function within Lancashire Constabulary is currently undergoing change. In order to support the cultural shift within the force and help to develop a workforce that meets current and future challenges, a new approach to HR management is being implemented.

As a progressive police force with a history of strong performance, the Constabulary has built a positive reputation for its approach to HR and support and development of its workforce.

Workforce transformation within the police service will bring with it many challenges for the human resource function, but meeting these challenges is key to the organisation's future success.

Our aim is to provide an outstanding service to the people of Lancashire and we are looking for a leader who can enable and support the key elements of workforce transformation, whilst developing recruitment and resourcing that meets operational need.

You will be responsible for leadership and managing effective HR support services and pay and pensions within the force ensuring that they provide an efficient, effective and professional HR service.

You will lead on the building of an internal HR Service Centre providing direction on all aspects of the development and delivery of human resources support services.

You will maintain effective cohesive working relationships across the HR portfolio whilst also working to develop recruitment and workforce strategies to prioritise the force to deal effectively with existing and future workforce plans.

Further information

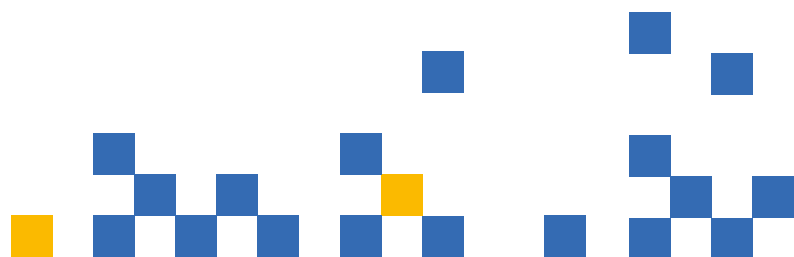
We are keen to hear from anyone who believes that they have the personal qualities, skills and talent to meet these challenges and bring to Lancashire Constabulary a drive and commitment to support and work with our team.

To find out more about Lancashire Constabulary please have a look at our website Lancashire.police.uk and at the Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services inspection reports of the force justiceinspectorates.gov.uk/hmicfrs

If you would like to arrange an informal chat about the role, please e-mail me at victor.robinson@lancashire.pnn.police.uk

Good luck.

Victor Robinson
Head of People



Lancashire Constabulary

Job Description

Post Title: HR Service Centre Manager

Location: Hutton HQ

Responsible to: Head of People

Responsible for: HR Services Manager, Pay and Pensions Manager, Recruitment and Resourcing Manager.

Job Purpose: To lead and manage effective pay and pensions and HR support services for the force, which are aligned with departmental and organisational strategic goals, providing an efficient, effective and professional HR service.

To provide direction to the force on all aspects of the development and delivery of human resource support services, the development of recruitment, resourcing and workforce strategies including payroll and pensions.

Grade: LC13

Salary: £47,919 - £53,425

KEY RESULT AREAS / PRINCIPAL ACCOUNTABILITIES

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.

- To maintain effective cohesive working relationships across the HR portfolio working in partnership with the Head of People, in leading and co-ordinating the delivery of HR services and the force workforce/people strategy ensuring a force-wide integrated human resource function.
- To assist the Head of People providing strategic direction to the force on all aspects of people management, including the development and delivery of human resource transactional, administrative support services, and recruitment and resourcing, co-ordinating the approaches to systems and process developments, so that the aims and objectives determined by the Chief Constable are met.
- To be responsible for the performance and accountability of the HR Service Centre and recruitment and resourcing team, ensuring a customer focused approach to activities and that systems are updated in a timely and accurate way in support of business needs.
- To work with the Head of People on the development of recruitment and workforce strategies and to position the force to deal effectively with existing and future workforce plans, taking account of the requirements of the police service and operational skills capabilities.
- To ensure the force effectively implements changes to employment legislation, terms and conditions of employment, changes to police regulations and pay and pension taking account of the unique position and requirements of the police service.



- Provide timely, accurate support and advice to senior managers and staff on the HR Service Centre functions and responsibilities, particularly in relation to complex queries.
- To drive improvements through process systems and services to promote a culture of service excellence and continuous improvements within the HR Service Centre and the recruitment and resourcing team and wider HR service thereby ensuring the force is provided with an efficient and effective HR service.
- Work closely with the Head of People and ICT department to develop self-service systems, such as the HR portal/HR e-forms, and develop a helpdesk service that will process administrative HR tasks received through workflow, emails or calls.
- Effectively use/develop IT systems to support the information support function and operational managers. This will include the development of FAQ's or guidance documents that respond to the recurring issues identified in the HR Service Centre.
- To support continuous review and improvement of internal HR processes including development of HR Oracle and other HR systems to maximise benefits, internal HR training to support induction and retention of HR transactional staff, and the development of the HR intranet portal and knowledge hub.
- To manage and develop the HR helpdesk, HR portal and staff guidance, maintaining up-to-date 'user-friendly' information and ensuring accurate advice is given on policies and procedures.
- To be responsible for the management of HR services including payroll, recruitment, resourcing and the administration of promotion processes and HR transactional process functions.
- Ensure the delivery of a comprehensive HR service and contract compliance for payroll and pensions provisions.
- To be responsible for delivery of the Force People Plan in support of the Chief Constable and the Police and Crime Commissioners Plan.
- To support the Head of People in the development, implementation and management of HR strategies, structures, systems, policies and procedures.
- Demonstrate a strong commitment to delivering a high standard of service with an emphasis on quality at all times.
- Ensure effective performance management of staff within the HR Service Centre functions.
- 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.



Dimensions

Framework and Boundaries

The post holder operates within the context of, amongst others:

- HMIC protocols
- National plans and strategies
- Home Office reports
- Employment law legislation
- NPCC guidance
- College of Policing guidance
- Organisational reviews

Major Challenges

The post holder will be required to break new ground in developing and operating a HR Service Centre that effectively supports the HR function that is aligned to the force's purpose, objectives and values

Important Working Relationships

Internal/Collaborative Related

Chief officers
Seniors officers and departmental heads
L&D and OD functions
OPCC
Managers of other departments
Staff Associations and support networks

Provision of advice
Provision of advice
Collaboration and joint working
Reporting and updates
Influencing adoption of practice and policies
As customers and influencing practice

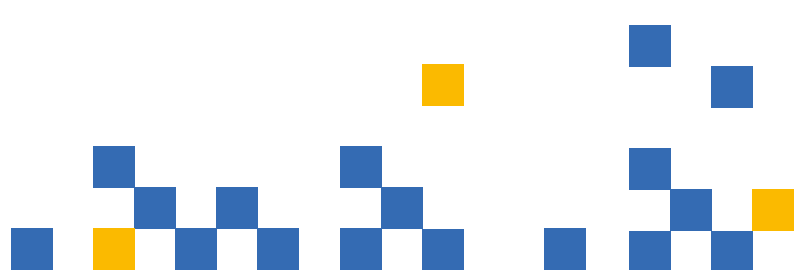
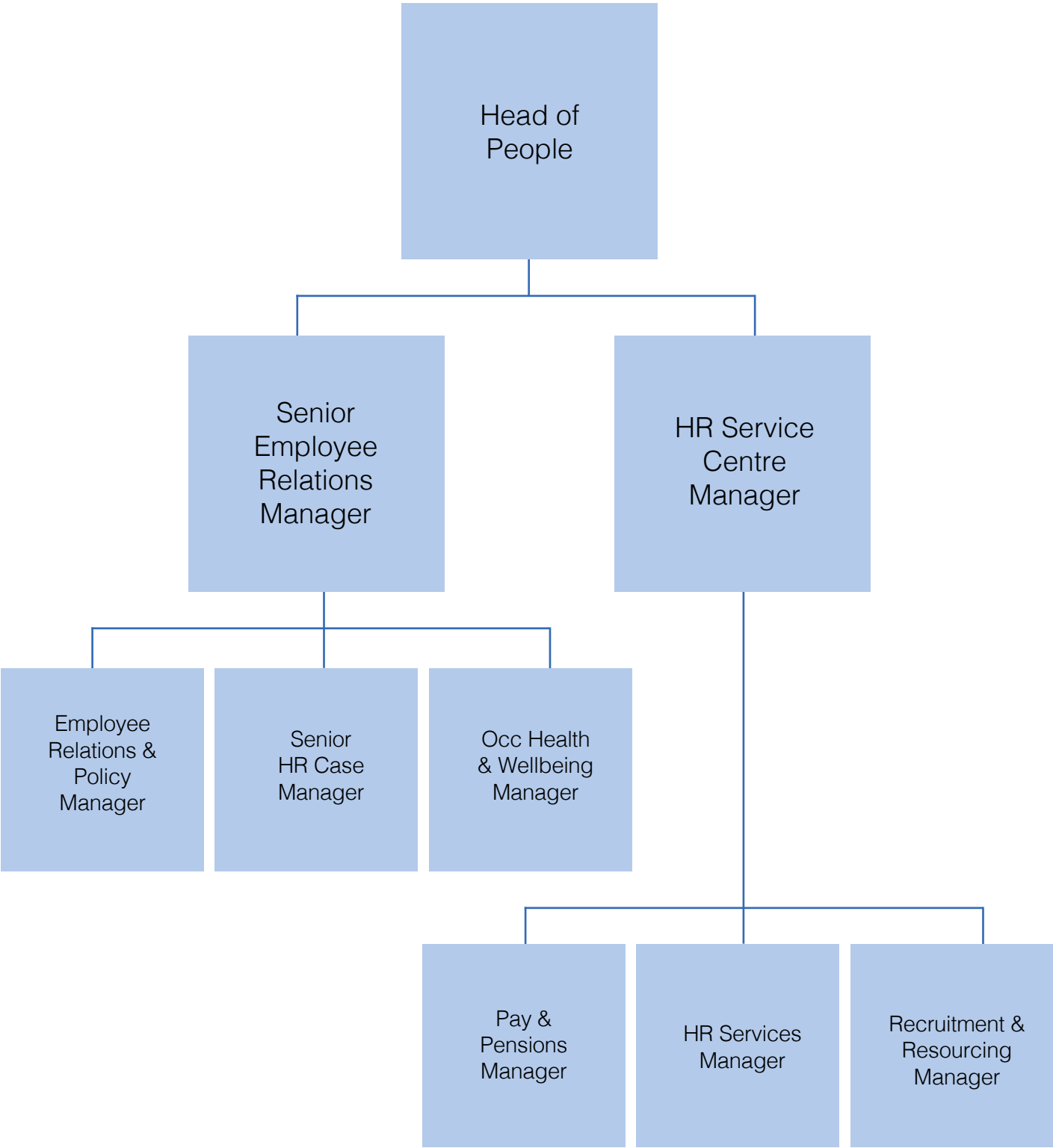
External

Home Office
Other forces
College of Policing
CIPD
Lancashire County Council pensions

As required
Collaboration and joint working
Influencing national programmes
HR Best Practise and benchmarking
Collaboration and joint working



Line Management Structure



Person Specification

Essential	Desirable	To be identified by
Qualifications		
Level 5 CIPD Diploma or Management qualification		Application Form
Chartered member of CIPD or a relevant professional body		Application Form
Recruitment and selection trained	Knowledge of recruitment and selection processes	Application Form
Knowledge/Experience		
Senior management experience in a large organisation	.	Application Form/ Interview
Experience of managing a service centre or administrative in a large organisation	Substantial experience of managing a human resource function	Application Form/ Interview
Experience and /or knowledge of the management of payroll and pensions	Experience of managing, motivating and developing staff in order to achieve business objectives	Application Form/ Interview
Experience of and the ability to engage with a wide range of stakeholders, internally and externally	Experience of facilitating and delivering major organisational change	Application Form/ Interview
Substantial experience of delivering HR services within the public or private sector		Application Form/ Interview
Up to date knowledge of legislation (current and future) impacting on the human resource function and its application within the police service	Experience of managing a recruitment & selection service within in a large organisation	Application Form/ Interview
Experience of formulating and developing strategies, policies and procedures		Interview
Experience of communicating effectively across a wide spectrum of people, both individually and in groups	Demonstrable experience of conducting formal and informal consultation and negotiations with staff associations and trade unions	Application Form/ Interview
Understanding of and experience of applying continuous improvement techniques		Interview
Experience of preparing and delivering strategic management information, briefings and reports		Interview
Knowledge of Health and Safety, Equality, Data Protection Principles and Legislation/issues		Interview



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/>

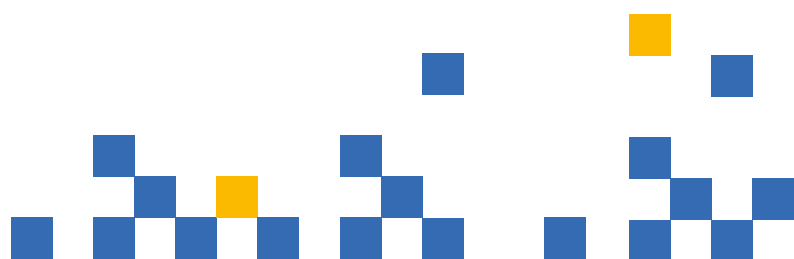
This role is required to operate at or be working towards the levels indicated below:

Behaviour	Level	To be Identified by
Resolute, compassionate and committed		
We are emotionally aware	Level 3	Interview
We take ownership	Level 3	Interview
Inclusive, enabling and visionary leadership		
We are collaborative	Level 3	Interview
We deliver, support and inspire	Level 3	Interview
Intelligent, creative and informed policing		
We analyse critically	Level 3	Interview
We are innovative and open minded	Level 3	Interview

Values:

All roles are expected to know understand and act within the ethics and values of the Police Service. These will be assessed within interview stage of the recruitment/selection process.

Integrity	Impartiality
Public Service	Transparency



Timetable

Key dates

Closing date for applications:	Friday 30th November 2018 - 12 noon
Notification of candidates for interview:	w/c 10 December 2018
Interview, including presentation:	w/c 7th January 2019

Terms and conditions

The appointment will be made subject to medical, vetting and reference clearances

Tenure:	Permanent
Salary:	£47,919 - £53,425
Probation:	There is a six-month probationary period
Annual leave:	Annual leave entitlement is 30 days per year plus bank holidays
Staff appraisal:	A professional, development review process is in place for all staff at Lancashire Constabulary
Pension:	A local government pension scheme is available for police staff to join. Please see lgpsmember.org for details.
Other benefits:	Tax free childcare Cycle to work vouchers Access to sports and social club Gym facilities Flexible working Employee benefits programme

To Apply

[Click here](#)

