

## LANCASHIRE CONSTABULARY CANDIDATE SPECIFICATION



**Lancashire**  
**Constabulary**  
police and communities together

**Post Title:** HR Service Centre Manager

**Location:** HQ

**Responsible to:** Head of People

**Responsible for:** HR Services Manager  
Pay & Pensions Manager  
Recruitment & Resourcing Manager

**Job Purpose:** To lead and manage effective Pay & Pensions and HR support services for the Force that 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 the development and delivery of Human Resource support services, the development of recruitment, resourcing & workforce strategies including payroll & pensions.

**Grade:** LC 13

### KEY RESULT AREAS / PRINCIPAL ACCOUNTABILITIES

This is not a comprehensive list of all the tasks which may be required of the postholder. 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 system 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 & Resourcing team ensuring a customer focused approach to activities and that systems are updated in a timely and accurate way in support of business need
- To work with the Head of People on the development of recruitment & 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 skill capabilities
- To ensure the Force effectively implements changes to employment legislation, terms & conditions of employment, changes to police regulations & 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 & 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 & 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 postholder 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

### **Important Working Relationships**

#### **Internal/Collaborative Related**

Chief Officers	Provision of advice
Seniors Officers and Departmental Heads	Provision of advice
L&D and OD functions	Collaboration and joint working
OPCC	Reporting and updates
Managers of other Departments	Influencing adoption of practice and policies
Staff Associations & Support Networks	As customers and influencing practice

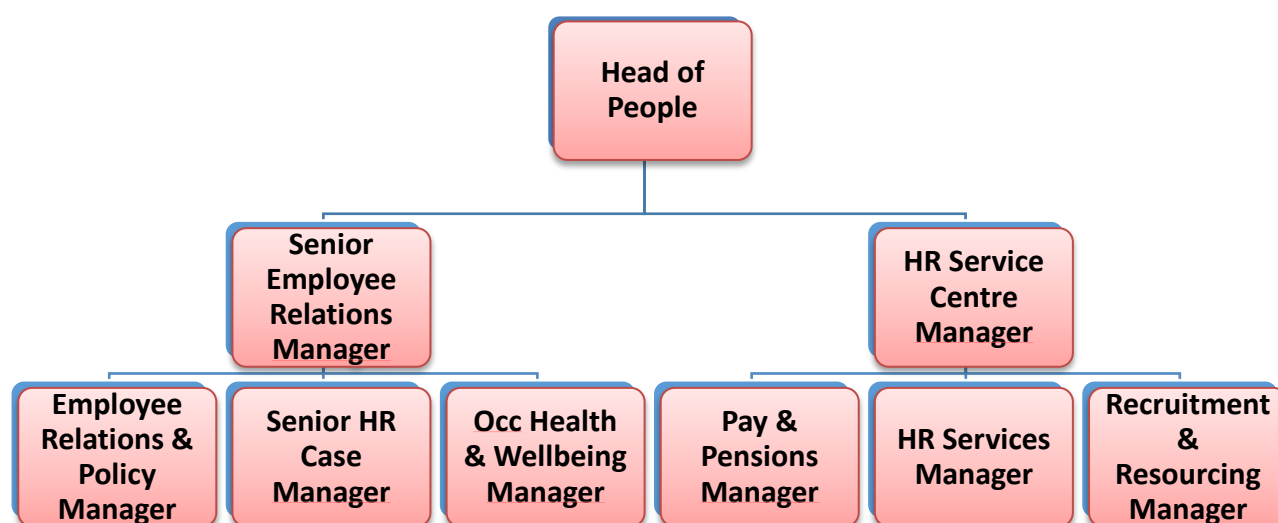
#### **External**

Home Office	As required
Other Forces	Collaboration and joint working
College of Policing	Influencing national programmes
CIPD	HR Best Practise and benchmarking
Lancashire County Council Pensions	Collaboration and joint working

### **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 Forces purpose, objectives and values.

## Line Management Structure



## CANDIDATE SPECIFICATION

Essential	Desirable	To be identified by
<b>Qualifications</b>		
Level 5 CIPD Diploma or Management qualification		Application Form
Chartered member of CIPD or a relevant professional body		Application Form
Recruitment & Selection Trained	Knowledge of recruitment and selection processes	Application Form
<b>Knowledge/Experience</b>		
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 & 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

NOT PROTECTIVELY MARKED

Up to date knowledge of legislation (current & 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 & 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 & Safety, Equality, Data Protection Principles and Legislation/issues		Interview
<b>Other</b>		
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

*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.*

**JE ref: 1723**

**Date last updated: Oct 2018**