

Job Title: People Services Administrator	
Job Evaluation Number	B790

JOB DESCRIPTION

Job Title: People Services Administrator	Location: Various (see advert for specific location)
Job Family: Business Support	Role Profile Title: BB2 Police Staff
Reports To: People Services Advisor	Band level: 2E
Staff Responsibilities (direct line management of): Nil – but may have mentoring responsibilities for People Services Apprentice.	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: Provide a professional business support service within the People Directorate to internal and external customers, covering Recruitment/Resourcing/Employee Administration/Learning & Development/Service Desk, meeting or exceeding service protocols within agreed deadlines.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Provide a high quality, confidential service and advice to internal and external customers, through a range of communication channels, based on Force policies and procedures and be accountable for service protocols within their remit.
2. Manage relationships with stakeholders to ensure productive working is maintained, where problems are resolved and continuous improvement is sought and implemented.
3. Input data onto Force ICT systems in an accurate and timely manner, quality assure information already held on force systems in order to facilitate the provision of management information. Provide assistance and guidance when necessary and QA work as requested.
4. Support the production of management information to enable effective performance management and decision making. Interpret data that has an impact on the service delivered and recommend/implement changes that will improve the service.
5. Provide administrative support to specific projects including research and data collection. Provide information for meetings as required.

SPECIALIST AREAS

These are specialist accountabilities for the Recruitment & Foundation Learning service:

1. Pro-actively manage the applicant through the Recruitment process, ensuring that all steps are undertaken in a timely fashion, including regular reviews of applicant status and regular contact with the applicant to keep them informed of progress or reasons for delays.
2. Manage the administrative service in respect of the end to end Recruitment processes for all groups in TVP, e.g. applicant management, vetting, reference checks, creation of selection documentation, medical screening, contractual documentation, course enrolment, preparation of training & assessment resources and student support through to course closure.
3. Attend attraction, recruitment, selection and assessment events (e.g. eligibility testing, interviews, fitness tests, assessment centres), presenting a professional image of TVP at all times. Taking responsibility for the management and running of events and interpretation of tests and other information.

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4. Liaise with and support Delivery Managers in advance planning for the following 6 – 24 months regarding numbers of students, locations, timings of delivery and trainer/assessor availability. Key stakeholders include:- Community Engagement Officer, Foundation Training Inspector, PDU Manager, Accreditation Officers, PDS Manager, Specials Chief Inspector, Managing and updating the Planning Schedule.

These are specialist accountabilities for the Resourcing/Learning & Development service:

1. Pro-actively manage Police Officers through the Police Promotions process, ensuring that all steps are undertaken in a timely fashion, including regular contact with officers to keep them informed of progress. Liaison with the College of Policing to ensure timely distribution of data/Management Information and registration and certification of appropriate exams and qualifications.

2. Provide assessment and testing administration in support of recruitment/promotion processes.

3. Support the monthly production of the strategic resourcing pack.

4. Liaise with Resourcing (Duty Planning Teams) for abstraction planning to enable effective timetabling and scheduling of resources to meet force deadlines and maintain minimum resilience levels.

5. Liaise with and support Delivery Managers in advance planning for the following 6 – 24 months regarding numbers of students, locations, timings of delivery and trainer/assessor availability. Key stakeholders include:-Local Area Training Manager, PDS (Physical Development Services) Manager, Driver Trainer Manager, SERCOT Manager, Investigative Skills Manager, IT Training Manager, Leadership Manager, First Aid Manager, Accreditation & Quality Officers.

These are specific accountabilities for the Service Desk/Reception/Employee Admin:

1. To provide a comprehensive and confidential advice and guidance service to all users via the “helpline” and “Mailbox” query service.

2. To ensure the web portals are updated to reflect current and relevant information and manage goods and services via the SSAMI Portal.

3. Manage the administrative service in respect of Employee Admin processes for all groups in TVP, e.g. resourcing, transfers, sickness, accident reporting, maternity, leavers and retirements, flexible working.

4. To provide an effective and efficient reception service at Sulhamstead Training Centre for internal and external customers.

5. Manage the accommodation, meeting room and classroom bookings for the People Directorate and ensure the smooth running of events and conferences.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, and the number of customers and/or level of authority to make financial decisions or commit other resources

Further Comments:

General

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The volume of recruitment/resourcing/employee administration/learning & development/service desk activity makes this a busy demanding role throughout the year, with high customer service expectations and within tight deadlines to ensure adequate operational resourcing for TVP.

The key demands centre around providing an efficient and effective customer service against key performance indicators, e.g. timescales for recruitment, timeliness of sickness absence entries to support policy on staff contact whilst absent, flexible working deadlines, optimising course places, ensuring Force wide resilience timely access to advice and guidance.

Required to develop a strong working knowledge of current employment legislation, Home Office rules, Police regulations and statutory obligations.

Recruitment/Foundation Learning

The role holder will need to manage the end to end recruitment process for all vacancies taking account of different routes of entry (e.g. FdA, CKP, IPLDP. Transfers, Apprenticeships) that they are responsible for; including making sure that other stakeholders (e.g. Occupational Health, Vetting, Radio Comms, Force Stores, Physical Development Services, Driver Training, Crime, Roads Policing and Neighbourhood) deliver their service.

Communicate regularly with individuals who support recruitment, selection and learning processes e.g. volunteers, NRAC Lay Assessors, Housekeeping, Catering Services and Specialist Trainers.

60-80 recruitment campaigns could be running at any one time. Each role holder will be responsible for a wide variety of posts, some of which require a more bespoke service e.g. ICT, Property Services, and others could be a specialist for a specific customer group e.g. student officers, specials, PCSO, CRED.

Whilst resources will be managed to meet overall demand, each Administrator will normally focus on 1-2 customer groups each. Demand is in the region of 1,000 roles per annum generating in excess 7,000 applications. Managing from enrolment to Fit for Independent Patrol or Confirmation in Post, approximately 600 police officer/specials students per year, Planning and running 86 Community Practicals per annum and planning and coordinating 600 Community Placements for student officers,

Resourcing/Learning & Development Services

The annual volumes for Resourcing:- Over 6,000 resourcing changes including accommodation changes and transferees. Up to 10 police promotion boards. 13,000 training places as a minimum rising substantially to accommodate one off training interventions required by the force e.g. an extra 10,000 places booked for Niche over a 24 week period.

The post holder will provide relevant management information contributing to the delivery of the monthly strategic resourcing pack,

Service Desk/Employee Admin/Reception

Service Desk provision for 9,000 internal officers and staff with potential for external audience. Fluctuating call/e-mail demands average 700 per week peaking at 900 (PDR, Salary review, New Learning demand).

The annual volumes for Employee Administration are approximately 1,300 leavers and movers, 1,000 personal detail changes, 3,000 SFW (Statements of Fitness to Work), 4,000 medical certificates and 500 reference requests. The booking and organisation of 3,500 individual classrooms and 6,000 bedroom bookings.

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d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<i>The knowledge or skills required in the role are as follows:</i>	<i>E/D</i>
1. Attained or willing to work towards achieving NVQ Level 2 in Customer Service.	E
2. Commitment to continued professional development in relevant disciplines* e.g. Attained or willing to work towards achieving Certificate in HR or L&D Practice (L3) or equivalent. Attained or willing to work towards achieving S.E.A.R.C.H. (Structured Entrance Assessment for Recruiting Constables Holistically) accreditation. Commitment to learn relevant current employment legislation, Home Office Rules, Police Regulations and Statutory obligations.	E
3. Good standard of education with GCSEs (Grade A-C) or Key Skills level 2 or equivalent in English and Maths.	E
4. Proven experience of working in demanding administrative role, ideally in an HR or L&D environment.	E
5. Computer literate with knowledge of Microsoft Office applications; confident at intermediate level with an aptitude/willingness to learn new systems/technology.	E
6. Good interpersonal and communication skills to enable the post holder to interact confidently, effectively and professionally with all stakeholders including staff, customers, senior managers and members of the public.	E
7. Proven ability to organise, plan, manage and prioritise workloads. Be adaptable, flexible and resilient with a willingness to learn new processes.	E
8. Flexible approach to working is essential as some assignments may require evening and weekend working at various locations.**	E
9. Experience of Recruitment/Resourcing/Planning processes, including short listing and knowledge of best practice and employment law in the context of recruitment and diversity.	D
10. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered advantageous***.	D
<i>Additional comments:</i> At interview, candidates will be asked to: *confirm their willingness to engage in continuous professional development and learning **confirm their willingness to undertake occasional evening and weekend working. ***confirm their willingness to successfully undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	

Problem Solving: All role holders are confronted regularly with problems, they are presented with new or unusual situations, demands or challenges, or something has gone wrong and has to be sorted out.

<i>The problems that have to be dealt with in carrying out this role include:</i>
1. Will need to deal with demand conflicts to ensure that organisational needs and customer expectations are met by multi-tasking and working under pressure, re-prioritising tasks,

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occasionally having to adjust own working patterns.

2. Liaise closely with support departments such as Occupational Health and Vetting to ensure timely progression of candidates through the process and escalate any delays or problems when necessary.

3. The role holder will need to deal with potentially unhappy customers and be resilient in their dealings with them, e.g. being able to explain to applicants the reasons they have been rejected and respond to customer complaints in timely and professional way.

4. Identify and address any e-recruit systems issues to be first time problem solvers for both internal and external customers (Candidates and Line Managers in the business)

Planning: Refers to any problems that may be met in planning because of the unpredictability of the workload or the time scales over which plans have to be made.

The role involves the following planning activities:

1. Ensure that strategic resourcing plans are fulfilled by proactively filling all courses e.g. Police, PSCO, Special and Police Staff, income generation and pre-planned courses. Failure to do so will impact directly on the Force's ability to meet recruitment and resilience targets. This also impacts on the Force vacancy factor and budget management.

2. Plan own workload within the remit of the customer groups/process groups that they have been asked to provide a service.

3. Plan the time frames for each step in the process.

4. Liaise with the customer about long term (e.g. annual) plans, e.g. recruitment plans, promotion board schedules, training demand, resource implications.

Freedom to Act: Describes the scope the role provides to act independently without seeking prior approval from the manager or colleagues.

The degree to which the role provides freedom to act is as follows:

1. Will be expected to work as part of a team and therefore support each other to manage peaks in workload, with minimal reference to their line manager.

2. Identify and implement solutions to day to day issues, with minimal reference to their line manager. Would also be expected to distribute People Directorate data and Management Information capture (to internal and external stakeholders) on an agreed basis without referral.

3. Plan, manage and prioritise their own workload, in order to deliver a service to the customer, without constant reference to their line manager. Will be expected to use their knowledge and experience to make decisions within agreed parameters and only escalate problems appropriately where the level of complexity goes beyond their knowledge level or could result in more serious outcomes.

Interpersonal skills: Describes the ways in which the job relates to people and uses interpersonal skills.

The role involves exercising interpersonal skills as follows:

1. Continual communication with team colleagues, customers, senior managers and members of the public in respect of the services being provided.

2. Regular communication with colleagues/other

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departments/stakeholders/customers/suppliers about the service provision.

3. Being able to work with others as part of a Force-wide team to ensure the service is delivered to the right quality.

Communicating: Indicates what sort of communications are made in carrying out the role, the format (oral or written), the purpose and frequency and to whom they are addressed.

The role involves communicating to people as follows:

1. Oral, written and electronic communication to all customer groups, stakeholders, partners and colleagues.

2. Face to face interaction with internal and external customers/stakeholders.

3. Provision of accurate written/electronic training materials, contracts of employment etc.