

Job Title: Regional People Support	
Job Evaluation Number	B307

JOB DESCRIPTION

Job Title: Regional People Support	Location: CTP SE
Job Family: Business Support	Role Profile Title: BB2 Police Staff
Reports To: Regional Lead People Advisor	Band level: 2E
Staff Responsibilities (direct line management of): Nil	

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

The overall purpose of the role is to: Support the Regional People Team in providing comprehensive HR administration support to the regional units. Act as the first point of contact for operational HR queries.

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 initial guidance and signposting in respect of all aspects of the employment life cycle in a way which is consistently compliant with relevant policy, regulation and law. This includes, but is not limited to on boarding, resourcing, pay and reward, employee relations, resignations, and retirements. Subsequently manage any resulting administrative action.

2. Administer recruitment campaigns for all Police Officers and Police Staff roles, managing and responding to queries from hiring managers at all levels of the business and applicants. This includes creating agreed vacancies on relevant systems, assisting with the designing and publishing of adverts internally and externally, organising interviews, and participating as an independent panel member on interview panels where required.

3. Pro-actively manage applicants through the recruitment process (including the transfer of officers from other forces), ensuring that all steps are undertaken in a timely fashion, including regular reviews of applicant status and regular verbal and written contact with the applicant to keep them informed of progress or reasons for delays. Subsequently support line managers with induction and probation procedures to ensure candidates are appropriately prepared for their role.

4. Input all HR data into systems and records in an accurate and timely manner so that accurate management information can be produced, ensuring that data is compliant with relevant policy, regulation and law. Promptly e-file staff and officer personal information and properly dispose of paper records after agreed retention periods.

5. Assist with specific projects and initiatives involving collation and analysis of data, or the organisation of events or meetings (e.g. open days or recruitment/selection events), in support of Business Support and regional departments.

6. Provide advice and support on employee relations issues in the absence of the HR Advisor and assist in the minuting of meetings.

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

Further Comments:

Post holder will work within existing policies and processes, escalating to Regional People Advisor (or more senior) where appropriate where request may be outside of policy. Encouraged to offer ideas to

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improve the way SEHR operate on a day-to-day basis, drafting and updating Standard Operating Procedures (SOPs) where required.

In partnership with Regional People Advisor, post holder will support around 70 recruitment campaigns at any one time (internal and external, police officers and police staff) and around 50 new starters at any one time (at various stages of clearance). A number of departments have non-standard recruitment processes due to sensitivities of the roles.

Required to answer questions and manage the expectations of line managers, police officers, police staff and candidates at all levels of the organisation. This means building purposeful and positive working relationships with colleagues, being sensitive to the needs and requirements of others, and able to handle potentially difficult situations sensitively.

Will provide administrative and advisory support to ongoing change projects and regionalisation.

As part of the wider Business Support team, the post holder may be required to provide support to other parts of the team and unit, especially in times of high operational demand.

Act as an authorised signatory for the purpose of payroll variations, and able to make changes via ECRIS (e.g. to reporting lines) after training.

The role holder will be required to be sensitive to the specific arrangements for CTP SE & ROCU in relation to security and confidentiality, recognising the nature of the work carried out by the unit and some of the schemes, policies and practices that are distinct from Local Police Areas.

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 (essential or desirable):</i>	<i>E/D</i>
1. Good standard of education with GCSEs (Grade 9-4/A-C) or equivalent in Literacy and Numeracy.	E
2. Commitment to continued professional development and attained or willing to work towards achieving a Level 3 CIPD Qualification.	E
3. Proven administrative skills, ideally with experience following and contributing to standard operating procedures and of managing personal / sensitive information in a professional manner.	E
4. IT literate with excellent attention to detail and inputting accuracy, with proven proficiency in the use of Microsoft Office, in particular Word, Excel and Outlook.	E
5. Proven interpersonal / communication skills developed in a demanding office environment demonstrating discretion, resilience, tact and diplomacy.	E
6. Ability to work on own initiative, or part of a team, and prioritise, demonstrating flexibility and excellent time management skills.	E
7. Must have capability to travel to different locations across the region & undertake all assignments in a timely manner, being available to work some evenings / weekends, where required.*	E
8. Recent and relevant experience in HR or a related field.	D
9. Knowledge of the police environment and relevant policies and procedures.	D
Additional comments: At interview, candidates will be asked to: * indicate their ability to work flexible hours to attend different sites of work.	