

HUMBERSIDE FIRE AND RESCUE SERVICE

JOB DESCRIPTION

(Support Services Posts)

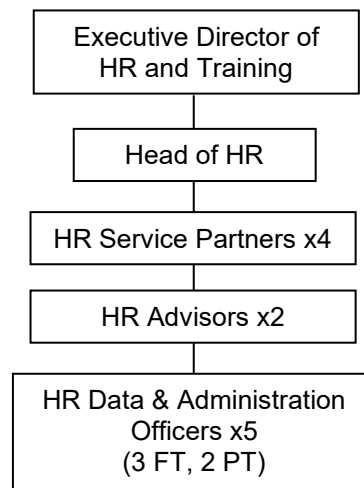
POST TITLE HR Service Partner	POST NO. H33S1107/ H33S1108/ HS331109/ HS331110
SECTION/DIVISION/LOCATION Human Resources	POST GRADE 11
<u>OVERALL PURPOSE OF THE JOB</u> <p>The HR Service Partner plays a key role in maintaining a pro-active and effective HR function, underpinned by providing robust and clear employment advice and guidance to service users and innovative HR best practice that meets the needs of the Service. This role works in collaboration with line managers and senior leaders to support the overall aims of the Service.</p>	
<u>KEY ACTIVITY AREAS/MAIN DUTIES</u> <ol style="list-style-type: none">1. Provide employee relations case management support of complex discipline, grievance, absence management and performance issues.2. Support the diffusion of conflict between staff in client areas at the earliest opportunity and provide/arrange mediation support as required both formally and informally.3. Support client areas in robustly, consistently and fairly managing absence, ill health related matters and employees on modified duties in a timely and efficient manner, including a monthly overview with OHAs.4. Liaise with Occupational Health and provide managers with guidance and support in relation to health matters including interpretation of Occupational Health advice in a Service context5. Develop and maintain HR policy in accordance with employment legislation and Service need.6. In conjunction with line managers, prepare and evaluate job descriptions and person specifications.7. Participate in consultation with representative bodies on HR matters as required including attendance at the Joint Consultative Committee.8. Lead on major recruitment and promotion campaigns including organising and co-ordinating from preparation of all necessary documentation including the person specification, advert etc. through to appointment of successful candidates. Support client areas on recruitment activity and co-ordinate operational involvement where applicable.9. Oversee the day to day recruitment activities completed by the HR Advisors.10. Manage and provide guidance to client areas on the control of establishment and its related data and resulting workforce planning activity.11. Support managers on monthly review and implementation of transfers and postings activity, ensuring client area establishment data is correct and up to date.12. Support managers on people and employment law related aspects of departmental reviews and change management activity.13. Support managers in fairly, consistently and appropriately managing their staff within the law and the principles, behaviours, policies and terms and conditions of the Service14. Develop line manager capability, coaching managers so they have the skills to manage their people issues fairly and effectively through their teams15. Drive and support implementation of HR projects according to Service need and the Service Strategic plan16. Contribute to the HR Department's progress with the Service Improvement Plan (SIP) and targets set in relation to HMICFRS inspections	

17. Use employee related management information and data to drive and deliver change within client areas.
18. Prepare information and draft HR related reports for SLT, Fire Authority and other bodies as required.
19. Attend Service, regional or national groups representing the HR Department or Service as required.
20. Carry out research on complex HR issues, summarising findings and recommending actions as required.
21. Provide Head of HR and Director of People and Development with summary of issue and proposed course of action on complex ER cases and project work, etc.
22. Support and develop the HR Advisors and HR Data & Admin Officers to meet their individual, team and Service requirements
23. Provide cover and support for HRSP colleagues during periods of absence/leave to ensure delivery of an effective and consistent HR service
24. Embed and be a champion for equality, diversity and inclusion compliance across client areas in all aspect of HR work.
25. Take part in delivery of positive action initiatives during internal and external recruitment processes as required

NOTES

1. The post holder may be required to perform other duties that reasonably correspond to the general character of the post and are commensurate with its level of responsibility
2. The post holder is required to comply with the relevant legislation and policies and procedures of Humberside Fire Authority in the performance of his/her duties. Examples include acting in compliance with the provisions of equal opportunities, data protection and health and safety legislation so far as they relate to the post and the post holder

POSITION IN ORGANISATION



JOB REQUIREMENTS

Personal Qualities

The HRSP will adopt a proactive customer facing approach to the role and demonstrate the following personal qualities:

- Take responsibility for developing and proposing solutions to complex issues
- Maintain key focus on problem solving
- Commitment
- Lead by example
- Enthusiasm for innovation and continuous improvement
- Ability to influence and challenge appropriately

- Diplomacy
- Openness whilst maintaining confidentiality
- Keen attention to detail and commitment to achieving high standards
- Highly motivated and a strong motivator
- Resilient and tenacious
- Ability and willingness to travel within the Humberside Fire & Rescue Service area
- Ability and willingness to work out of hours when necessary to meet the requirements of your Service area

Knowledge and Skills

- Current knowledge of employment law, related developments and their effective implementation
- Chartered Member of the Chartered Institute of Personnel & Development (CIPD) with demonstrable experience in supporting organisations to ensure continuous improvement and efficiency through HR practices.
- Ability to summarise complex issues and when seeking advice from Head of HR, propose legal and effective action plan to address matters
- Ability to build strong working relationships with senior managers, line managers and other stakeholders across multiple teams
- Strong communication and presentation skills, both written and oral with experience of writing for and presenting to stakeholders at many levels, e.g. staff, line managers, senior managers and Elected Members, as well as of developing clear policy and procedures.
- Analytical skills in assessing and interpreting quantitative and qualitative information and in identifying patterns, trends, and potential actions to ensure continuous improvement.
- Coaching skills in order to enable line managers to deliver strong results through their teams
- Ability to influence and challenge at all levels
- A self-motivated individual who is happy to work autonomously and as part of the wider HR team
- Strong working knowledge of Microsoft Office and experience of working with HR Information Systems
- Skilled in job evaluation processes primarily using the GLPC Scheme.

Creativity and Innovation

- Ability to challenge the status quo in a constructive way
- Clear and imaginative thinker and problem solver
- Preparation of detailed information in a user-friendly style and manner appropriate to the needs, capabilities and size of the audience and in both formal and informal situations
- Preparation and presentation of reports in a way which meets the needs and capabilities of the intended readers and best promotes the intended message
- Effective use of engagement, consultation, negotiation and interpersonal skills
- Determination of appropriate advice, balancing desired outcomes, Service objectives and legal requirements

Decision Making

- Providing advice on complex, sensitive and sometimes contentious staffing matters.
- Identifying and providing information on risk, options and potential outcomes to inform recommendations and organisational decisions.
- Interpret policy and procedures in the context of different circumstances drawing on knowledge, best practice and employment law.

Contacts and Relationships

- Head of HR - weekly - to summarise and discuss progress, propose actions or receive information/instructions on a range of contentious and complex employee relations matters.
- Director of People and Development – as required - to discuss particular issues, propose actions or receive information/instructions on a range of contentious and complex employee relations matters.
- Other SLT members and Senior Managers - as required - to discuss and advise on particular issues/projects
- Line managers and staff – daily – to inform understanding and influence in supporting resolution of a range of sensitive and complex people issues requiring careful support, persuasion and advocacy.
- Attendance at monthly district performance meetings to support and influence their local people agendas.
- Trade union and representative bodies - as required - to participate in consultations on HR issues, proposals and projects
- Staff in other organisations, e.g. other fire and rescue services, Home Office, local authorities, other agencies, etc. - as required - to exchange information, share good practice, obtain advice, contribute to national/regional HR developments in the fire service etc.

Responsibility for Resources

- Joint responsibility with others in HR for security and use of personal files and other sensitive personal information about employees and appropriate budgets
- Sole responsibility for ICT equipment including Surface Pro/laptop, mobile phone which need to be kept secure and in their possession at all times in case of a business interruption event and remote/agile working purposes.
- All employees share responsibility for data stewardship across Humberside Fire and Rescue Service. This includes managing data with integrity, accuracy, and confidentiality; ensuring adherence to relevant data governance policies; and contributing to the quality and security of information used in Service processes.
- Employees must use designated systems for data recording to maintain consistency, confidentiality, and data quality. As part of this duty, staff should take reasonable steps to ensure that data is accurate, complete, timely, and relevant to its intended purpose, including validating information, avoiding duplication, and reporting errors or inconsistencies. By supporting good data practices, employees help enable reliable decision-making and protect the value of Humberside Fire & Rescue Service's data assets.

WORK ENVIRONMENT

Work Demands

- Work to pre-determined deadlines for the production of reports and research information. These may be subject to change due to the complexities of particular projects as identified by the post holder
- Work subject to management of conflicting deadlines, e.g. policy development programmes versus short-term project work requiring immediate action
- Need to re-prioritise work to meet demands from senior management and immediate line management
- Work with parties who may be in dispute or distress to facilitate resolution

Physical Demands

- All duties can be performed with normal physical effort

Working Conditions

- The majority of work performed will be in an office environment

Work Context

- Work involves minimal risk to personal safety

	Signature	Print Name	Designation	Date
PREPARED BY:				
CONFIRMED BY:				
RECEIVED BY:			Post Holder	

Note: The contents of this job description will be subject to regular review and amendment over time to ensure they continue to accurately describe the job requirements.