



## ROLE PROFILE

<b>Role Title:</b>	<b>Query Team Senior Advisor</b>
<b>Department/Unit:</b>	<b>HR and Shared Services</b>
<b>Rank/Grade:</b>	<b>(B) PO1 (C) SO2 (H) A5</b>
<b>Reporting to:</b>	<b>Query Team Manager</b>
<b>Main purpose of the role:</b>	To contribute to achieving the vision, purpose and values of Bedfordshire Police, Cambridgeshire and Hertfordshire Constabularies by effectively managing a team of Query Advisors, enhancing self-service functionality, identifying trends in queries and enabling responsive actions to be taken.

### Key Responsibilities

- To effectively manage a team of Query Advisers, providing first line advice and support to customers on a range of HR queries, actively working to resolve the matter at the earliest opportunity.
- To work in partnership with colleagues within the wider team to ensure a holistic and consistent service is provided to customers.
- To conduct trend analysis and identify opportunities to enhance the service including self-service and reducing the impact on the wider HR department.
- To provide expert advice and guidance to help resolve complex issues and provide solutions for customers.
- To maintain an oversight of cases allocated out to individual teams to ensure all possible avenues have been explored to resolve issues.
- To pro-actively work with other HR functions to ensure a high level of customer service is provided to all customers.
- To actively identify improvement opportunities and engage with key stakeholders/other departments to help develop the service.
- To develop team capability in identifying opportunity for improving processes and ways of working, optimising use of digital technology that results in a better end user experience.
- To provide inputs to managers/staff to support upskilling and development as required.
- To have a clear understanding of the issues affecting our officers and staff and ensure that HR solutions meet customer requirements.
- To be able to work with a level of autonomy and independently.
- To support the team to take ownership for providing HR support and technical advice on all employment relation matters and generic HR queries.

<b>Financial e.g. Limits/Mandates</b>	<b>Non-Financial e.g. Staff Responsibility</b>
<ul style="list-style-type: none"> <li>• None</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>

### Entry Requirements

- Level 5 Associate member of CIPD or equivalent experience
- Knowledge of employment law in order to provide reliable expert advice on a wide range of HR queries.
- Experience of delivering exceptional customer service
- Experience of providing accurate and reliable advice and guidance to customers in line with HR policies and practices.
- Experience of managing a team within a fast paced, high volume, customer facing environment.
- Proven ability to quickly build effective relationships and work with people of all levels of organisation.
- Ability to work in a complex and varied environment.
- Knowledge of HR systems and the ability to use these effectively to support day to day HR activity.

### Any other General Requirements/Scope

- The post holder will be required to travel to different locations across Bedfordshire, Cambridgeshire and Hertfordshire for meetings/training events.
- The post holder will be required to work from different locations across Bedfordshire, Cambridgeshire and Hertfordshire.
- If using a private vehicle then business insurance needs to be organised by the individual.
- The post holder may be required to work additional hours.
- Vetting is required, as advised by the Vetting Unit.
- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.



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### Obligatory Requirements

- There is a requirement for the role holder to meet the probationary objectives set.

### Personal Qualities (Behavioural Competencies)

#### We are emotionally aware

I consider the perspectives of people from a wide range of backgrounds before taking action. I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome. I promote a culture that values diversity and encourages challenge. I encourage reflective practice among others and take the time to support others to understand reactions and behaviours. I take responsibility for helping to ensure the emotional wellbeing of those in my teams. I take the responsibility to deal with any inappropriate behaviours.

#### We take ownership

I proactively create a culture of ownership within my areas of work and support others to display personal responsibility. I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas. I am accountable for the decisions my team make and the activities within our teams. I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly. I actively encourage and support learning within my teams and colleagues.

#### We are collaborative

I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions. I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve. I understand the local partnership context, helping me to use a range of tailored steps to build support. I work with our partners to decide who is best placed to take the lead on initiatives. I try to anticipate our partners' needs and take action to address these. I do not make assumptions. I check that our partners are getting what they need from the police service. I build commitment from others (including the public) to work together to deliver agreed outcomes.

#### We deliver, support and inspire

I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context. I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform. I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support. I ensure the efficient use of resources to create the most value and to deliver the right impact within my areas. I keep track of changes in the external environment, anticipating both the short- and long-term implications for the police service. I motivate and inspire others to achieve their best.

#### We analyse critically

I ensure that the best available evidence from a wide range of sources is taken into account when making decisions. I think about different perspectives and motivations when reviewing information and how this may influence key points. I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary. I understand when to balance decisive action with due consideration. I recognise patterns, themes and connections between several and diverse sources of information and best available evidence. I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing. I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.

#### We are innovative and open-minded

I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing. I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population. I am flexible in my approach, changing my plans to make sure that I have the best impact. I encourage others to be creative and take appropriate risks. I share my explorations and understanding of the wider internal and external environment.