



## ROLE PROFILE

<b>Role Title:</b>	<b>HR Service Centre - Team Leader</b>
<b>Rank/Grade:</b>	<b>S5/6 (B), S5/6 (C), A3 (supervisory) (H)</b>
<b>Job Family:</b>	<b>Business Support</b>
<b>Reporting to:</b>	<b>HR Service Centre - Assistant Manager</b>
<b>Main purpose of the role:</b>	To assist in the efficient management of the HR Service Centre by overseeing and performing a range of administrative duties, including those of a complex nature. To contribute to achieving the vision, purpose and values of Bedfordshire Police, Cambridgeshire and Hertfordshire Constabularies.

<b>Key Responsibilities</b>	
<ul style="list-style-type: none"> <li>Undertake a range of administrative duties which will be complex in nature.</li> <li>Act as process expert on a number of HR Transactional processes ensuring they are customer focused, streamlined and regularly reviewed.</li> <li>Respond to complex enquiries from internal/external customers and members of the public. Offer advice and assistance in relation to all related matters.</li> <li>Act as first line manager for a team of administrators, managing performance and identify training needs through the PDR.</li> <li>Assist with the overall development of the team including training of staff to maximise multiskilling.</li> <li>Research, compile and present information as required.</li> <li>Adjust and organise the timing and priority of work in order to ensure that KPI's and service standards are met and any high volume areas of work are addressed.</li> <li>Ensure the HR Knowledgebase is maintained and any gaps in information or areas where information may be inaccurate are addressed to ensure customers are able to self-serve as much as possible.</li> <li>Undertake alternative tasks commensurate with the grade to ensure optimum service delivery is maintained across all the sections within the HR Department.</li> </ul>	

<b>Agile Working</b>	To be confirmed
<b>Psychological Assessment</b>	To be confirmed
<b>Return on Investment</b>	To be confirmed
<b>Limited Duties</b>	To be confirmed

<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>Line management responsibility for staff and/or officers</li> </ul>

<b>Entry Requirements</b>
<ul style="list-style-type: none"> <li>Ability to line manage.</li> <li>Experience in the use of IT and a good working knowledge of word processing, spread-sheets and databases.</li> <li>Experience of working in an administrative role including developing processes, problem solving, multi-tasking and using own initiative.</li> <li>Experience of working in a customer service environment.</li> </ul>

<b>Any other General Requirements/Scope</b>
<ul style="list-style-type: none"> <li>The post holder may be required to travel across Bedfordshire, Cambridgeshire and Hertfordshire.</li> <li>If using a private vehicle business insurance must be arranged by the individual.</li> </ul>



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- There is no requirement for the post holder to work additional hours.
- 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.
- Following appropriate training, to take on the role of Evacuation Marshal if no volunteers come forward in the post holders work location.

### Obligatory Requirements

- Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- 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



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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.