



ROLE PROFILE

Role Title:	Positive Action Recruitment Support Officer
Rank/Grade:	A3 (supervisory)
Job Family:	Business Support
Reporting to:	Positive Action Recruitment Lead
Main purpose of the role:	To support the Recruitment, Retention and Progression of under- represented diverse communities within Hertfordshire Constabulary's Police Officer establishment.

Key Responsibilities
<ul style="list-style-type: none"> To be part a team of staff in supporting the positive action strategy for Police Officer recruitment, including candidate attraction and engagement, arranging and attending recruitment information and advice sessions and engage with prospective applicants, arranging and on occasions leading mock assessment centres. Work with colleagues in other departments such as HR to monitor applications, shortlisting, assessment centre attendance and course intakes, and with external companies and local authorities to engage with and encourage them to host recruitment events within their premises. To act as central point of contact for Police Officer candidates, facilitating and delivery of the one to one sessions, group coaching and mentoring of candidates through the recruitment process. Co-ordinating all supportive advice and information sessions and providing feedback from mock assessment centre attendance. Working with unsuccessful candidates to ensure success in the future. Provide solutions to problems that are preventing smooth transition of new candidates and throughout their initial training. To attend key recruitment departmental meetings To assist with data collection for all benchmarking requests, Freedom of Information and HR requests.

Financial e.g. Limits/Mandates	Non-Financial e.g. Staff Responsibility
<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Line management responsibility for staff and/or officers

Entry Requirements
<ul style="list-style-type: none"> A good standard of written and verbal communication for correspondence and reports and be able to speak to people face to face and over the telephone clearly and concisely Experience of liaising with external providers, colleagues and other customers Excellent interpersonal and communication skills and the ability to identify different communication needs or consultation. Techniques to facilitate effective communication across a wide range of groups and individuals and at all levels Proficiency in use of computers i.e. keyboard skills, Microsoft Office, PowerPoint packages Experience in preparing statistical information in a suitable computer format Ability to demonstrate good organisational skills, able to prioritise own workload Commitment to and understanding of Positive Action recruitment strategy Ability to work on own initiative and manage time without day to day supervision and support Experience of dealing with the public Flexibility to work evenings and weekends when necessary, sometimes at short notice

Agile Working	To be confirmed
Psychological Assessment	
Return on Investment	

Any other General Requirements/Scope
<ul style="list-style-type: none"> This role requires the post holder to have a valid UK driving licence as they will need to travel to different locations. If using a private vehicle then business insurance needs to be organised by the individual.



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- The post holder will sometimes 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.

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

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.