



HERTFORDSHIRE
CONSTABULARY

ROLE PROFILE

Role Title:	Assistant Systems Administrator – Workforce Planning
Rank/Grade:	(B) SC6 (C) SC6 (H) A4 (Non-Supervisory)
Job Family:	Human Resources
Reporting to:	Resourcing Manager - WFP
Main purpose of the role:	To provide expert advice and guidance on HR systems and support the management of the HR IT systems by ensuring that they are kept up to date with any required or relevant information or amendments.

Key Responsibilities

- Resolve all functional / technical issues with the HR IT systems which are proactively identified by the post holder or raised by system users
- Work in partnership with ICT to ensure the HR IT system is always supported with the current business processes, software releases and configurations, securing patches, testing new developments, and analysing any changes that are required to ensure an up to date effective system.
- Act as a centre of expertise for the HR IT system and its functionality, providing self-service support to managers as required, and also to other units (to include user accounts, access levels, protocols etc.) and exploit the portal to display relevant management information, in order that they are able to fully utilise the system.
- Ensure enhancement of self service through making the system user friendly and respondent to customer requirements, for example through increased automation of self-service forms in order that it is fully utilised by the business.
- Ensure the system is accurately updated at all times following business changes e.g. shift patterns, organisational hierarchies and associated posts, to ensure accurate duty planning.
- Provide protocols and develop quality assurance programmes including advising on regular audits to ensure data integrity in the HR system and interface with other systems. Ensure guidance and support so all users operate within system guidelines and protocols to improve the data quality on which business decisions are made.

Agile Working	To be decided
Psychological Assessment	
Return on Investment	
Limited Duties	

Financial e.g. Limits/Mandates	Non-Financial e.g. Staff Responsibility
• None	• None

Entry Requirements

- A high level of organisational skills with the ability to focus on detail.
- An ability to work unsupervised.
- An ability to train staff on new systems upgrades and developments
- Computer literate and have a good understanding of Microsoft Word and Excel.
- Database report writing skills and experience.
- Good IT skills including MS Office products.
- The ability to work in a networked computer environment and using data in many forms from different systems.
- The ability to implement software releases and upgrades.
- Well-developed problem solving skills.
- Excellent interpersonal skills to engage stakeholders and maintain good relationships.
- The ability to deliver system training effectively.
- Ability to work accurately, methodically and to prioritise workload.



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- A high level of numeracy and good analytical skills.

Any other General Requirements/Scope

- This role requires the post holder to have a valid UK driving licence / the ability to travel to different locations across Bedfordshire, Cambridgeshire and Hertfordshire.
- If using a private vehicle then business insurance needs to be organised by the individual.
- 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.



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Personal Qualities (Behavioural Competencies)

We are emotionally aware

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

We take ownership

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

We are collaborative

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

We deliver, support and inspire

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

We analyse critically

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded

I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.