

Job Description

# **Job Title:**

People Services Manager

# **Responsible To:**

Head of People

# **Responsible For:**

HR Business Partners

HR Advisor

# **Grade:**

Grade 9, Spinal Column Point 38-41, £47,754 - £50,788

# **Hours:**

36.25 Hours per week

# **Location:**

Human Resources Department, Lancashire Fire and Rescue Service Headquarters, Garstang Road, Fulwood, Preston, PR2 3LH.

# **Special Requirements**

* It is a requirement of the post that the post holder holds a current category ‘B’ (car) full driving licence and has a car available which meets the requirements of Lancashire Fire and Rescue Service.
* The post is located within the Human Resources Team and it is expected that the post holder will demonstrate the highest levels of confidentiality at all times.
* It is a requirement of the post that the post holder will be able to attend evening and weekend meetings/events as required.
* This role is subject to a Standard Check by the Disclosure and Barring Service

# **Our Aim**

The intended result of all our efforts is to: make Lancashire safer.

This is what we are here to achieve. We seek to do this by delivering prevention, protection, and emergency response services; using our trusted position in the community to influence the wider safety of people and working in partnership with other organisations where we have shared objectives.

# **Our Priorities**

* Valuing our people so they can focus on making Lancashire safer.
* Preventing fires and other emergencies from happening.
* Protecting people and property when fires happen.
* Responding to emergencies quickly and competently.
* Delivering value for money in how we use our resources.

The way we work to achieve our priorities is as important as what we do, and our Service values **‘STRIVE’** reflects the behaviours we expect from our staff:

* **Service:** Making Lancashire safer is the most important thing we do.
* **Trust:** We trust the people we work with.
* **Respect:** We respect each other.
* **Integrity:** We do what we say we will do.
* **Valued:** We actively listen to others.
* **Empowered:** We contribute to decisions and improvements.

The Service values are underpinned by the national Core Code of Ethics for Fire and Rescue Services in England. The Core Code sets out five ethical principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour:

* **Putting our communities first:** we put the interest of the public, the community and service users first.
* **Integrity**: we act with integrity including being open, honest and consistent in everything we do.
* **Dignity and respect**: making decisions objectively based on evidence, without discrimination or bias.
* **Leadership:** we are all positive role models, always demonstrating flexibility and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards.
* **Equality, diversity, and inclusion**: We continually recognise and promote the value of equality, diversity, and inclusion both within the Fire and Rescue Service’s and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations, and celebrate difference.

Everyone in Lancashire Fire and Rescue Service is expected to behave in accordance with the Service values and to follow the Core Code, including those working with or on behalf of us.

You can read our full [Community Risk Management Plan.](https://www.lancsfirerescue.org.uk/about/publications/community-risk-management-plan-2022-2027)

# **Job Role**

To be responsible for the HR Business Partners and HR Advisor, ensuring the delivery of a professional and quality HR Service which supports line managers in the achievement of their goals.

# **Responsibilities**

* To be responsible for the HR Business Partners and HR Advisor, ensuring the delivery of a professional HR Service.
* Ensure the effective leadership, support, development, performance management and performance appraisal of the HR Business Partners and HR Advisor team to allow for continued improvement.
* Undertake the role of HR Business Partner providing advice and guidance to line managers in relation to the application of employment law, human resources policies, people issues and national and local terms and conditions.
* Give advice and guidance to senior officers on employment related issues, and act as a HR advisor at people related investigations, panels and hearings.
* Support managers in the achievement and delivery of their Business Plans and objectives identifying HR issues.
* Support managers in the recruitment and selection of staff in terms of the provision of advice and guidance in relation to advertisements, job descriptions, employee specifications, and clearance processes in accordance with the requirements of the Equality Act 2010.
* Lead and support the development and implementation of HR policy and key HR strategies, working with other Departments to develop people related policies and undertaking equality impact assessments.
* Prepare and present reports as required.
* Undertake HR related training as required.
* Further to the development of NFCC products develop and embed HR interventions aimed at improving organisational culture.
* Support the people aspects of delivering organisational change, change management initiatives, departmental restructures, job design, redundancy, TUPE transfers.
* Appropriately influence and challenge managers on the development and delivery of their people plans in support of the achievement of LFRS overall strategic workforce objectives.
* Maintain up to date knowledge in relation to employment law, equalities and best practice ensuring the provision of expert knowledge in relation to HR related matters.
* Undertake mentoring and contribute to the development and delivery of ad-hoc training or learning and development activities.
* Deputise for the Head of People as required.
* Through personal example and role modelling appropriate behaviours demonstrate professionalism, excellent HR standards, and a commitment to the delivery of clear outcomes and objectives.
* Demonstrate a commitment to personal development and actively participate in the appraisal process.
* To be aware of the LFRS Safeguarding Procedures and to make referrals as appropriate to the role.
* Promote a positive image of the Service in dealing with all other organisations and members of the public.
* To promote the principles of equality and diversity and comply with LFRS Equality, Diversity and Inclusion Policy at all times.
* To observe all rules governing health and safety and use safety equipment where it is provided.
* To support LFRS in its commitment to prevent pollution and minimise its impact on the environment.
* The post holder may be requested to undertake the duties of higher graded staff subject to consultation. In addition, other duties at the same responsibility level may be interchanged with/added to this list at any time.

# **Employee Specification** Please note all criteria are essential unless otherwise stated.

# **Qualifications**

* Level 7 CIPD or equivalent e.g. MCIPD

# **Experience**

* Considerable previous experience of undertaking the role of an HR Manager or an HR Business Partner
* Previous experience of working in a HR advisory role in a medium/large organisation
* Previous experience of providing advice and guidance to line managers on Human Resources and Workforce issues

# **Knowledge, Skills, and Abilities**

* A knowledge of relevant employment law, the ACAS Codes of Practice and the Equality Act 2010
* Technical knowledge across a range of HR functions including employee resourcing and employee relations
* A knowledge of excellent customer care and an ability to deliver a customer focused service
* The ability to work as a member of a team and build effective relationships within the team
* An ability to mentor line managers on people issues and demonstrate empathy to others
* An ability to demonstrate integrity, to create rapport, build trust and confidence
* An ability to prioritise personal workloads
* An ability to use HR systems and interpret data to inform the development of appropriate HR interventions
* An outcome focus and an ability to achieve objectives in a timely manner
* Good ICT skills in relation to the Microsoft suite of products
* Excellent communication skills and an ability to communicate professionally, with clarity, conviction, and enthusiasm
* Excellent written skills and the ability to write well-constructed policies
* Attention to detail
* An ability to always demonstrate the highest levels of professionalism and confidentiality
* A commitment to inclusion, equality and diversity

# **Terms and Conditions**

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Head of People

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# **Car Parking:**

Free Car Parking Facilities are available at LFRS Service Headquarters.

# **Pension:** Local Government Pension Scheme

# **Annual Leave Entitlement:**

Green Book

The annual leave year for business support staff runs from 01 April to 31 March.

The scale of annual leave is as follows: -

|  |  |  |  |
| --- | --- | --- | --- |
| Spinal Column Point | 0 – 5 years | 5 – 9 years | 10 years + |
|  |  |  |  |
| Up to 13 | 22 | 27 | 27 |
| 14-19 | 25 | 27 | 28 |
| 20-36 | 27 | 27 | 30 |
| 37 and above | 28 | 28 | 31 |

Plus, bank holidays, plus 2 extra days which are accrued and taken if in post at Christmas/New Year. Staff employed at Lancashire Fire and Rescue Service Headquarters are also required to take some additional annual leave to facilitate the Christmas closure.

# **Other Terms and Conditions:**

* National Joint Council for Local Government Services.
* Lancashire Fire and Rescue Service operates a flexi-time scheme.
* Ad Hoc Car User

# **Car Categorisation**

Ad Hoc

Current Category ‘B’ (car) full driving licence. If it carries any endorsements, clearance will be required from the Head of Fleet and Technical Services before you can be appointed even if you are successful at interview.

It is also a requirement that you provide, at your own expense, a suitable vehicle for use when required on official business journeys.

If you use your own vehicle, you will be reimbursed for the use of the vehicle on authorised journeys in accordance with the “Lancashire Fire and Rescue Service Ad Hoc Car User Scheme”.

The vehicle provided must be fit for purpose and meet the following requirements:

* Valid MOT test certificate.
* Maintained in accordance with the manufacturer’s recommendations, kept in good condition and be always fully road legal.
* Insured for you to drive on official business journeys.
* It should be noted that the provision of your own vehicle does not preclude Lancashire Fire and Rescue Service requiring you to use service transport where this is considered more appropriate and in the interests of the organisation. However, it is a condition of employment that you will have the approved vehicle at your disposal whenever required for official business.

# **Clearances:**

* Satisfactory references
* Standard Disclosure and Barring Service Check
* Occupational Health Assessment