



JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE:

DIRECTORATE:

NWROCU

AREA/DEPT:

NWROCU BUSINESS SUPPORT

FAU:

SECTION:

BUSINESS SUPPORT

JOB TITLE:

HR/RESOURCING OFFICER

REPORTS TO:

HR/RESOURCING Supervisor

CURRENT RANK/GRADE:

DATE:

NOVEMBER 2019

1. JOB PURPOSE:

The purpose of the role is to provide a comprehensive administration support service to the NWROCU in relation to all HR and Resourcing matters. This includes general day to day maintenance and management and system administration of the computerised Duty Management System (DMS) and provision of all administrative functions and support services relating to Human Resources.

2. PRINCIPAL ACCOUNTABILITIES:

- (a) Deliver HR support services in relation to recruitment, preparing and publishing adverts with the 6 North West Forces, administration of shortlisting, interview and job offer processes, maintaining all databases and for interviews facilitating all arrangements.
- (b) Undertake all administration in relation to NWROCU resourcing matters including recruitment and selection, attendance management, resignations, retirements, flexible working applications, transfers and promotions.
- (c) To liaise with officers, staff, departments, regional Force HR teams in relation to all HR transactions / processes as required providing support services to supervisors to enable effective people management services in the ROCU.
- (d) Provide support services to supervisors in terms of absence management, wellbeing support i.e OHU referrals to ensure effective service provision to meet HR and organisational priorities.
- (e) To input all rotas, court warnings, training courses onto the Duty Management System (DMS) for ROCU disciplines and department ensuring compliance with WTD.
- (f) Maintain DMS with all new starters and leavers, ensure all transfers, movements on DMS are inputted and processed accurately.
- (g) Process all overtime reports in a timely and accurate manner, ensuring accuracy of overtime codes, payments approved.
- (h) Interrogate all HR and DMS systems and databases providing a suite of standard management reports in accordance with a predetermined schedule, ensuring accuracy and quality of all reports produced and to inform relevant audit / performance processes.

- (i) To provide guidance and assistance to the end users on usage of DMS in order to increase understanding and knowledge of the system within the divisions.
- (j) Ensure all staff have the appropriate access to the DMS relevant to their role and adjusting as necessary. To carry out necessary and regular administration of the DMS to ensure all entitlements are correct, e.g. adjustment of PH pots. To assist in the preparation of management information from DMS as appropriate
- (k) To have an awareness of agreed priorities and ensure that the Standard Operating Procedure is complied with.
- (l) Maintain overall filing and destruction in keeping with relevant legislation and policies including the storage, retention and recall of archived material to off-site storage facilities

This is not a comprehensive list of all the tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

3a. KNOWLEDGE AND EXPERIENCE:

It is desirable that the post holder should hold the Certificate in Personal Practice (Chartered Institute of Personnel and Development) and an NVQ Level 2 in Customer Services or give a commitment to undertake these qualifications.

Must have experience of working within an administrative / clerical role dealing with confidential information working to deadlines and tight timescales within a busy environment.

Ability to work flexibly with team members to achieve individual, team and organisational objectives maintaining high levels of customer care.

Experience of working on own initiative, investigating problems, developing solutions and taking timely action to resolve them.

A good understanding of a HR/resourcing working environment, with the ability to adapt to change, challenge where required and use initiative to improve service provision.

It is desirable that the post holder has previous experience in a HR related environment with experience and knowledge of HR processes and procedures and supporting legislative frameworks to enable correct advice and information to be given to all customer groups.

Post holder must be very IT literate in a range of applications including MS Office and have in depth knowledge of HR personnel systems, in order to extrapolate and present information effectively. Experience of system administration and knowledge of duty management systems would be a distinct advantage.

Must have an understanding of personnel policies and procedures in order to effectively manage/process force records and the provision of information.

Demonstrate excellent customer care and commitment to delivering a high quality HR service maintaining effectiveness and efficiencies at all times.

Good interpersonal skills with good oral and written communication skills with the ability to liaise with people at all levels within the organisation.

Experience of working with minimal supervision, organising own workload, self-motivated with the ability to work under pressure, prioritising workloads.

4. RELATIONSHIPS:

a) Supervisory responsibilities: none

b) Supervision Received:

The post holder will report directly to the HR/DMS Manager

c) Other Contacts:

Within NW ROCU and NW Regional Forces:

Regular contact and/or attendance at meetings with Police Officers of all ranks, Police Staff of all grades and embedded partner agencies and units within NW ROCU and NW Regional Forces to exchange information where appropriate and brief personnel as required on relevant matters.

Force HR teams, Occupational Health Units, Payroll teams.

Outside NW ROCU and NW Regional Forces:

5. CONTEXT:

(a) ***Operating Environment:*** (Services provided, work patterns, who are the customers)

Flexi working hours, with core office hours of 0800 – 1600Hrs to be covered on a rota basis.

(b) ***Framework and Boundaries:***

6. DIMENSIONS:

Financial: N/A

Staff: N/A

7. JOB CHALLENGES

8. ADDITIONAL INFORMATION:

- i) The Post Holder must maintain confidentiality and trust at all times and on all matters in dealing with issues of a sensitive and / or confidential nature.
- ii) The Post Holder must hold and maintain both SC and MV vetting clearance.

