

PEOPLE SERVICES HR MANAGER (GENERALIST)

12-month fixed term contract

POST NUMBER: 505445

GRADE: 16 (£46,464 to £47,420)

37 hours per week

Role Profile

An exciting position has arisen within the People Services Directorate at South Wales Fire and Rescue Service (SWFRS). Based at the Service's Headquarters in Llantrisant, this fixed term post forms part of the wider restructure of the People Services department. Reporting into the Head of People Services (HoPS), the HR Manager (HRM) will support the People Services Management team to deliver the Directorate key priorities.

The HRM will contribute to building a positive, welcoming, cohesive, and inclusive culture, aiding the wider team in setting up transparent processes for the entire employee journey from Selection to Onboarding, PRs, Promotions and Reward.

The HRM will collaborate with the directorate managers in co-managing a centralised people services team to ensure a holistic, seamless, and consistent day to day people operations; championing the Business Partner and Advisor teams to deliver effectively and efficiently on their objectives by:

- ~ ensuring effective and efficient management of Directorate resources to deliver all people services operational activities to consistently high standard.
- ~ assisting the Head of People Services to define the processes, system needs, service level agreements (SLAs), Key Performance Indicators (KPI's) and Management Information (MI) for all core people activity in line with our policies and strategic ambitions.
- ~ facilitate the development of people related policies, procedures, and processes, adopting a systematic approach that continually develops, monitors, and improves all people services operational activities.

A few reasons why you might be the right person for the role:

- ~ The right person will have demonstrable HR Generalist management experience.
- ~ You'll be able to coach & motivate the wider team to ensure that we provide the best possible service to our colleagues.
- ~ You'll be able to identify efficiency opportunities and propose alternative approaches and processes.

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- ~ You'll be able to encourage a culture of continuous improvement, ownership, and a passion for providing a solution-focused, proactive service.
- ~ You'll be able to produce quality reporting and insight to influence a data-driven people approach, with responsibility for weekly and monthly reporting and analysis.
- ~ You'll be able to work closely with the wider people team to ensure compliance with and consistency of people processes.
- ~ You'll be able to map, oversee and improve operational processes throughout the employee lifecycle using data and insight to identify the touchpoints that will enhance the employee experience.
- ~ You'll be able to bolster the wider People Team and our leaders in managing our people and resources, ensuring a great employee experience.

We're not looking for someone who will sit down and say, "that'll do". We need to operate with an agile mindset in a fast-paced environment, always looking to continually improve and evolve.

We will value positivity, agility, innovation and being brilliant to work with. Our ambitious Directorate and Service wide goals present a tremendous opportunity for change. We will work hard to deliver, and there's a lot to do, but the ability to have an impact here is endless.

What's important to us?

- ~ Proven HR management experience in a fast-paced, unionised, high-growth and/or progressive environment with degree level qualifications, minimum CIPD L5 or equivalent.
- ~ Performance orientated with experience of delivering a successful employee experience, supporting change management processes during times of significant change.
- ~ Proven track record of managing and helping a large team to deliver multiple projects, across the spectrum of HR disciplines, with conflicting priorities and varying stakeholder demands, whilst operating to tight deadlines.
- ~ Sound knowledge of employment legislation and its application.
- ~ Experience of delivering presentations and training to varied audiences at all levels.
- ~ Experience of leading large-scale events and/or training planners with an eye for spotting training opportunities which helps the organisation advance skills, competencies and behaviours.
- ~ Excellent customer service and problem-solving skills.
- ~ Forward-thinking and able to troubleshoot independently, with lots of initiative, energy, and personal motivation.
- ~ Ability to work cooperatively, effectively and efficiently with multiple stakeholders (internal and external), to ensure the achievement of

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Directorate plans. You will be passionate about people and keen to help shape the working environment at SWFRS making it a welcoming, inclusive, and exciting place to be.

- ~ Ability to maintain confidentiality and act with discretion and diplomacy is crucial.
- ~ You'll pay attention to detail and prioritise making sure we have clean data, you'll care about getting things right the first time and you'll have the ability to produce credible metrics, possessing clear, succinct, and influential written and verbal communication skills.
- ~ You'll be curious – possessing the skills to identify opportunities which seek to improve the performance of the People Services Directorate, maximising the effective and efficient delivery of services in the most cost-effective way.

Application:

To apply for this role, candidates should read the following eligibility criteria in full and respond in detail to the 5 outlined shortlisting criteria through attaching the shortlisting document to their online application.

Application forms should be completed online through our e-recruitment system, which can be accessed via our website: <https://www.southwales-fire.gov.uk/working-with-us/latest-vacancies/>. During the process applicants are encouraged to check all email folders for system generated updates. If a paper version is required, please email: personnel@southwales-fire.gov.uk. **WE DO NOT ACCEPT CV'S AS PART OF THE APPLICATION PLEASE COMPLETE THE ONLINE APPLICATION IN FULL UPLOADING YOUR SHORTLISTING CRITERIA IN THE SUPPORTING EVIDENCE SECTION USING THE TEMPLATE PROVIDED.**

External candidates - Please note that appointments into this role are conditional upon undertaking an Enhanced with Barred List(s) Disclosure and Barring Service (DBS) check. Please be aware this check will pick up any spent and unspent convictions or cautions. Prior to any formal offers being made successful applicants will be required to undertake a Drug and Alcohol Test.

Closing date - 12:00pm midday on Monday 22nd July 2024

ELIGIBILITY CRITERIA:

Candidates must be able to evidence the following criteria:

1. Proven and robust generalist Human Resources Management experience
2. CIPD Level 5 Qualification or equivalent.
3. Experience of change and process management

SHORTLISTING REQUIREMENTS:

Please outline in a Word document how you meet each of the following 5 shortlisting criteria areas in no more than 300 words for each criterion (1500 words total).

1. **Eligibility** - Please outline how you meet the eligibility criteria requirements for this role.
2. **Personal Impact** - Please outline how you have role modelled and mentored others in how they communicate and engage to create a culturally inclusive work environment.
3. **Outstanding Leadership** – Please outline how have worked with internal and external stakeholders to set clear work and objectives for your team, actively monitoring the performance of the team and providing feedback where possible.
4. **Service Delivery** – Please outline how you have previously sought out opportunities to work collaboratively across teams and functions to improve service delivery.
5. **Organisational Effectiveness** – Please outline how you have taken ownership of change and helped others to understand, adapt, implement and embed change.

All documentation is available in both Welsh and English and we welcome communication in either language. Applications submitted in Welsh will not be treated less favourably. Candidates successful at the shortlisting stage will be given the opportunity to confirm their language preference for interviews and assessments (including paperwork, verbal introductions, and interview questions). Arrangements will be confirmed following invitation to interview and may include Translation and/or Simultaneous Translation.

We believe in the true value of a diverse workforce and encourage applications from all sectors within the community.

