

## People Services Adviser (PSA)

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### PEOPLE SERVICES ADVISORS

(Permanent and 12-month fixed term positions available)

**POST NUMBER: 505453**

**GRADE: 8 (£30,296 to £31,364) rising to 9 (£32,076 to £33,945) on second generalist rotation**

**37 hours per week**

### Role Profile

Exciting, permanent and fixed term contracts have arisen within the People Services Directorate at South Wales Fire and Rescue Service (SWFRS). Based at the Service's Headquarters in Llantrisant, these posts form part of the wider restructure of the People Services department. Reporting into the People Services Business Partners, the People Services Advisers (PSA) help the wider People Services Directorate to deliver on its Key Priorities.

The PSA team ensure the provision of a professional and effective Human Resources (HR) service for all staff, supporting PS Business Partners (PSBP) with people processes. The team, comprising of multi skilled generalists, contributes to building a positive, welcoming, cohesive, and inclusive culture by acting as a key point of contact, offering advice and guidance to employees and management in relation to HR matters, to support projects and signpost to specialist disciplines where appropriate.

The PSA team will achieve this by:

- ~ Operating as single point of liaison (based on department and/or unitary authority in the SWFRS area) to support managers and employees with their queries.
- ~ Supporting the PSBP team in promoting awareness, developing others, offering support and advice in their discipline, to ensure an excellent employee experience, putting people at the heart of everything we do.
- ~ Supporting the wider People Services Team to ensure achievement of service level agreements (SLAs), Key Performance Indicators (KPI's) and in the co-production of Management Information (MI) for all core people activity in line with our policies and procedures.
- ~ Contributing to projects and programmes that continually develop, monitor, innovate, and improve all of our people services operational activities including systems and processes.

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

- The right person will have CIPD qualifications and/or equivalent skills with robust HR generalist experience.
- ~ You'll be committed to developing yourself and others, with the ability to influence and have a positive impact on the employee experience and culture at SWFRS.
- ~ You'll be able to operate with an agile mindset in a fast-paced environment, remaining calm and demonstrating resilience, always looking to continually improve and evolve, never settling for second best.
- ~ You'll have experience of managing a complex and varied workload in demanding and ever-changing environments.
- ~ You'll be proactive in promoting change, and the ability to seek opportunities to promote improved organisational effectiveness and employee experience.
- ~ You'll have the ability to calmly deal with challenging, difficult, and complex conversations.
- ~ You'll be committed to participating in a continuous improvement culture, demonstrating a passion for proactive problem solving, able to put our employees at the heart of everything we do with a 'how can we help' approach.
- ~ You'll be able to work closely with the wider people team to ensure consistency of people processes.
- ~ You'll commit to operating as a Diversity, Inclusion, Cohesion and Equity (DICE) Champion, actively participating in projects, promoting initiatives and campaigns.

We're not looking for someone who will sit down and say, "that'll do." 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 generalist HR experience and/or qualifications.
- ~ Excellent organisational, administrative and report writing skills.
- ~ Experience of working with IT programmes and/or HR systems.
- ~ Basic knowledge of employment legislation.
- ~ Approachable with strong communication and relationship building capabilities across all levels of an organisation.
- ~ Willingness to help, self-disciplined and driven to take ownership to resolve management and employee queries.
- ~ Driven and determined with a resolution focused approach - able to take ownership and accountability for delivering satisfactory outcomes.
- ~ Proven track record of contributing to the delivery of multiple projects with conflicting priorities and varying stakeholder demands, whilst operating to tight deadlines whilst being forward-thinking and able to

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troubleshoot independently, with lots of initiative, energy, and personal motivation.

- ~ Ability to work calmly, collaboratively, effectively and efficiently with multiple stakeholders (internal and external), to ensure the achievement of 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.
- ~ 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 have a desire to continuously improve, with an ability to identify opportunities which seek to improve the performance of self and others.

### **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](mailto: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**

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### ELIGIBILITY CRITERIA:

Candidates must be able to evidence the following criteria:

1. Proven generalist Human Resources experience
2. CIPD Level 5 Qualification or equivalent.
3. Basic knowledge of employment legislation.

### 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 demonstrate you value inclusion and how you set a positive example of appropriate behaviour for peers and new starters.
3. **Outstanding Leadership** – Please outline how you have proactively learnt new skills and behaviours, role modelling the importance of development.
4. **Service Delivery** – Please outline how you have made decisions previously through analysing supporting evidence, risk and prior knowledge to ensure best practice.
5. **Organisational Effectiveness** – Please outline how you have offered new ideas and feedback to improve services and how you have taken on board other's ideas to advance your organisation's success.

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.

