

People Services – Business Partner (PSBP) - Employee Relations

12 Month Fixed Term Contract

****Must be read in conjunction with Essential Criteria for relevant Specialist – Appendix 1****

Role Profile

Reporting into the People Services Management Team (*See Glossary), the People Services Business Partners (PSBP) help to deliver the Directorates' Key Priorities*

The Business Partner (BP) team will contribute to building a positive, welcoming, cohesive, and inclusive culture by 'partnering' with middle and senior leadership through their specialised knowledge to deliver a specialist service, to support or lead projects, and help develop policies and programmes in line with SWFRS goals and objectives.

The BP team will achieve this by:

- ~ Operating as the People Management specialists in their discipline; developing others, promoting awareness, and offering support and advice from their area of expertise to ensure an excellent employee experience, putting people at the heart of everything we do.
- ~ Supporting the People Services Management Team to manage resources effectively and efficiently 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 strategic ambitions.
- ~ Contributing to projects and programmes that continually develops, monitors, innovates, and improves all of our people services operational activities including systems and processes.

****Note – This Role Profile must be read in conjunction with the relevant 'Essential Criteria' for the Business Partner Specialism relative to the vacancy that might be available (ref Appendix 1)****

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

The right person will have the specialist qualifications, and/or equivalent skills and experience as well as a passion, for taking the lead on a specialism that sits under one of the thematic disciplines within the Directorate (Please see applicable essential criteria for the Business Partner Role**):

People Support	Culture and Engagement	Organisational Growth
Reward and Recognition Pensions Systems, Metrics and MI	Employee Relations Welfare and Wellbeing Diversity, Inclusion, Cohesion, Equity (DICE)	Recruitment & Retention Learning & Development

- ~ You'll be committed to developing teams and self; to coach and mentor other BPs, the wider PS team and leaders across the Service
 - to be able to knowledgeably raise awareness of your discipline or

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specialism in order to 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, always looking to continually improve and evolve, never settling for second best.
- ~ You'll have experience of planning and leading on multiple workstreams and projects 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 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 contribute to the production of quality reporting and metrics, with responsibility for weekly and monthly reporting and analysis.
- ~ You'll be able to work closely with the wider people team to ensure consistency of people processes.
- ~ You'll be able to support the People Services Management Team in managing our people and resources to maximise effectiveness and efficiency, ensuring a great employee experience.
- ~ 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 specialist experience and/or qualifications in one or more of the Specialisms that sits under one of the thematic disciplines within the Directorate.**
*(**Please see appendix 1 for Essential criteria for each of the Specialisms); and*
- ~ Proven track record of contributing to the delivery of multiple projects with conflicting priorities and varying stakeholder demands, whilst operating to tight deadlines.
- ~ Forward-thinking and able to troubleshoot independently, with lots of initiative, energy, and personal motivation.

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- ~ Ability to work 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.
- ~ A desire to continuously improve, with an ability to identify opportunities which seek to improve the performance of self and the People Services Directorate.
- ~ You'll be able to demonstrate that you actively participate in initiatives to extend your knowledge and expertise in areas that are important to your specialism (maintaining up to date knowledge of best practice, regulation and legislative changes), the BP role and the wider Directorate.

Glossary

ACO	Assistant Chief Officer
DICE	Diversity, Inclusion, Cohesion, Equity
DoPS	Director of People Services
HoPS	Head of People Services
HoS	Head of Service
KPI	Key Performance Indicators
MI	Management Information
PRs	Personal Reviews
PS	People Services
PSBP	People Services Business Partner
PSM	People Services Manager
SLA	Service Level Agreement
SWFRS	South Wales Fire and Rescue

Key Priorities

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Appendix 1: Specialism Essential Criteria

1 Business Partner – Employee Relations ... (Current Vacancy)

- 1.1 CIPD Qualified or equivalent and/or relevant experience within an Employee Relations role and/or HR environment
- 1.2 Robust and up to date knowledge of Employment Law best practice
- 1.3 Experience of collaboration, engagement and negotiation with Trade Unions, Works Councils, Staff Forums
- 1.4 Experience of Case Management and handling complex Disciplinary and Grievance matters through to conclusion
- 1.5 Skilled in conflict resolution and mediatory techniques
- 1.6 Excellent written and verbal communication skills