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**HR8:1.3**

Version 1.2

## JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

### A. POST DETAILS:

Job Title:	HR Service Desk Support Officer	Current Grade:	A004
Department:	Corporate Resources	Area:	Birmingham
Reports To:	HR Service Desk Team Leader.	No of Posts:	15
Level of vetting:	TBC	Post Number:	TBC

### B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

Provides a general HR Service Desk transactional processing and administrative support service to the People Services Centre so that the team's output meets all relevant BTP service standards and measures and statutory requirements.

### C. DIMENSIONS OF THE POST *The key statistics associated with the post*

#### Financial – Direct or Non-Direct

None

#### Staff Responsibilities – Direct or Non-Direct

None

#### Any Other Statistical Data

None

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**D. PRINCIPAL ACCOUNTABILITIES:** *What the job is accountable for and required to deliver*

**Transactional Processing** - Carry out People Service Centre transactional processing duties related to for example, employee records, resignations, personal detail changes, sickness absence entries, accident reports, maternity leave etc; and handle routine queries from BTP staff related to transactional processing and administration, in line with all required BTP service standards and procedures and statutory requirements.

**Handling Transactional Queries** - handle routine queries from BTP staff related to transactional processing and administration, in line with all required BTP service standards and procedures and statutory requirements, or directing callers to the appropriate person in the event of a misdirected call.

**Team Administration Systems and Processes** – As directed by the HR Service Desk Team Leader, carry out a range of duties to maintain and support the HR Service Desk administration processes and procedures covering its transactional/operational HR related activities to all required standards.

**Team Information & Records** – As directed by the HR Service Desk Team Leader, maintain up to date and complete records and information as required by BTP HR so that HR management can be delivered properly and regulatory compliance is achieved.

**Team Administration Trouble shooting** – Troubleshoot any routine clerical or administrative problems that occur in the day to day work, seeking guidance and input from the HR Service Desk Team Leader and others as necessary, in order that the team administration process delivers the required service.

**Team Reporting** – as directed by the HR Service Desk Team Leader, assemble the required routine and ad hoc reporting information into the required formats to standards of accuracy and timeliness.

**Meetings** – supports meetings associated with the team's work, attending and providing administrative support as required so that they are effective.

**General Liaison** – provides an administrative liaison service as directed by the HR Service Desk Team Leader, handling and resolving administrative queries, seeking information, dealing with internal and external calls from a range of sources including various levels of BTP staff and external suppliers so that the work of HR service desk can be conducted effectively.

**Relationship Management** – manage customer and colleague relationships (internally and externally) so as to maximise the effectiveness of BTP & BTP HR and ensure the good reputation of both.

**Personal Development** – maintain and develop own knowledge of BTP plans, operations & activities, HR practices and developments and own personal skills within the framework of guidance and support provided by BTP.

**HR Administration Improvement** – during the course of day to day delivery monitor the effectiveness of relevant team systems, processes and procedures and make suggestions periodically for improving them so that issues are brought to the attention of management and effectiveness is maximised.

**HR Projects** – as directed by the HR Service Desk Team Leader provide transactional and administrative support to projects to support their successful delivery.

**E. DECISION MAKING:**

**Make decisions**

**Significant say in decisions**

Trouble shoots administrative problems providing an input as to how these issues may be resolved to ensure that the HR transactional process delivers the required service.

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**F. CONTACT WITH OTHERS:** *The frequent contacts the post holder has with others and for what purpose*

**Internal**

HR Community and Internal Stakeholders.

**External**

External Contractors and Stakeholders.

**G. REQUIREMENTS:** *The skills, knowledge, experience, qualifications and training required to perform the job.*

**Essential Criteria:**

**Qualifications and Training:**

GCSE / O Level (or equivalent) qualification in numeracy and literacy or equivalent experience.

**Experience:**

Demonstrable HR clerical / administrative experience in a shared service / customer contact centre environment.

Demonstrable experience in working with a variety of relevant IT systems and databases.

Demonstrable experience of effective relationship management of colleagues and customers (internal and external to the organisation).

**Skills:**

Attention to detail.

Ability to work using own initiative – excellent personal organisation.

Ability to work unsupervised, prioritise and remain calm, generating high quality work whilst under pressure to deliver against tight timescales.

Excellent written, verbal and interpersonal skills including tact and discretion.

Ability to relate impact of own role to wider organisational and departmental plans.

Strong customer service orientation.

Effective team worker with the ability to adopt a collaborative approach.

Ability to effectively resolve work related issues.

Courage to challenge.

Achievement orientation with a drive to deliver.

**Knowledge:**

Awareness of the workings of a HR department and familiarity with its overall services.

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**Desired Criteria:**

**Qualifications and Training:**

Customer Service qualification  
Administrative qualification.  
Lean Six Sigma qualification.  
HR related qualification.

**Experience:**

Previous experience working in the police service.

**Skills:**

**Knowledge:**

Knowledge of relevant BTP processes and procedures.

**H. ANY ADDITIONAL INFORMATION:** *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

**I. AUTHORISATION DETAILS**

Prepared By:

Date:

Area Commander /FHQ

HoD:

Date:

Evaluation Panel:

Date:

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