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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 Team Leader | Current Grade: | A006 |
| Department: | Corporate Resources | Area: | Birmingham |
| Reports To: | HR Service Desk Manager | No of Posts: | 1 |
| Level of vetting: | (TBC) | Post Number: | (TBC) |

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

Supervise the day to day activities of the HR service desk – monitoring workload, resources and team performance and taking corrective action so that all performance and service measures are achieved in line with legislative 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

15 x HR Service Support Officers

Any Other Statistical Data

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

Service Planning - Work with the HR Service Desk Manager to ensure that the team meets service standards and performance against agreed targets (SLA's and KPI's). Ensure work demands and available resources are effectively planned and managed, planning in advance for regular and annual events e.g. pay reviews to ensure that performance is optimal (and responding as appropriate to unplanned work activity).

Service Delivery - Supervise the service delivery of the HR Service Desk, ensuring that all transactional contacts, HR administration, data processing and maintenance, records/filing are dealt with to the required standards and that objectives are met.

Service Development - Propose innovative solutions and process improvements that enable the HR Service Desk to provide the highest standard of service to its customers.

Caseload Supervision & Allocation - Allocate/Supervise the caseload delivered by the rest of the team, ensuring the involvement of the HR function and others as appropriate, taking remedial action as necessary, so that caseloads are handled to the required standards of service, efficiency and compliance.

Team Supervision – Lead and motivate the team, communicating and addressing performance & development as required so that team performance is maximised.

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.

Service Desk Manual – Under the direction of the HR Service Desk Manager, maintain and update the Service Desk manual in support of performance requirements.

Management Information - Provide HR senior management with reporting/data as required on HR Service Desk activities highlighting any possible problems and solutions in achieving SLA's / KPI's.

Service & Performance – Identify the root cause of any service, performance and process failures, propose solutions and make agreed changes so that the HR Service Desk Team meets all service standards.

Project Work – As directed by the HR Service Desk Manager, work on/contribute to BTP HR projects to support their successful delivery.

Record & Information Management – maintain own knowledge of relevant BTP record-keeping and information management practices and requirements and keep records of own work and manage related information in line with those policies.

E. DECISION MAKING:

Make decisions

Significant say in decisions

Makes recommendations to the HR Service Desk Manager in respect of continuous improvement initiatives.

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.

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

Essential Criteria:

Qualifications and Training:

Appropriate service desk training and/or qualification or equivalent experience
GCSE / O Level (or equivalent) qualification in numeracy and literacy or equivalent experience.

Experience:

A successful track record in a service desk team leader role in a shared service / customer contact centre environment as part of a large, multi disciplined operational organisation.

Experience of managing work flow focusing on quality and timeliness.

Experience of supervising, delegating, coaching and directing a customer facing team to achieve SLA's and KPI's.

Experience in developing good working relationships with a wide range of stakeholders, both internally and externally.

Experience of establishing productive relationships with colleagues and customers (internally and externally) and across a variety of levels of seniority to deliver a service that meets customer needs.

Skills:

Professional, persuasive and influential. Able to command the confidence of senior operational managers, employees, trade unions, external partners and other stakeholders.

Strong IT skills with knowledge of the relevant IT systems.

Strong process leadership skills.

Strong interpersonal communication skills.

Effective task planning, prioritisation and co-ordination skills.

Pro-active and pragmatic approach to service desk problem solving, using initiative.

Able to withstand pressure and is resilient in maintaining own convictions where merited.

A challenging, dynamic and creative team player, who is collaborative but who leads by example.

Strong supervisory skills with the ability to inspire, motivate and support a team of employees during periods of high demand and pressure.

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

Strong customer service orientation.

Ability to be decisive and hold to account.

Achievement orientation with a drive to deliver.

Knowledge:

Demonstrable knowledge of all applicable service desk activities.

Appreciation and awareness of relevant aspects of employment law and their impact in the workplace.

Excellent 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.

Lean Six Sigma Qualification.

CIPD qualified.

Experience:

Experience and knowledge of the police sector.

Skills:

Knowledge:

Excellent 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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