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| **Post** | People & Culture Manager | **Post No** |  |
| **Line Manager** | HHRA | **Location** | Headquarters, Shrewsbury |
| **Directorate** | Corporate Services | **Section** | Human Resources |
| **Grade** | 11 | **Starting Salary** | £45,718 per annum |
| **Hours** | 37 per week | **Status of Post** | FTC - 23 months |

**1 Job Purpose**

Reporting to the Head of HR and Administration, the role provides strategic and operational support across the Service that aligns and enables the achievement of SFRS strategic goals and values.  Partnering with Senior Leaders the role plays a crucial part in facilitating a high-performance workplace culture.  Key responsibilities include driving and supporting People projects and initiatives to enable achievement of objectives including talent management, staff engagement, and diversity initiatives.

1.1 Build and maintain strong working relationships with senior leaders and act as a trusted advisor on People matters.

1.2 Provide expert advice and support on employment law and best practices to managers and staff across the Service related to the role.

1.3 Develop and implement strategic workforce plans to meet the current and future needs of the Service.

1.4 Play a key role in change management processes, providing expertise in organisational development and organisational restructuring.

1. **Major Tasks**

2.1 Contribute to the development and implementation of new and revised HR policies related to the HR, EDI and OD policy development programme within SFRS’s People Strategy and lead the consultation process of HR policy development with stakeholders.

2.2 Contribute to the design of the HR policy framework, ensuring that all HR policies are reviewed regularly and support the People Strategy, comply with employment law, have a strong focus on equality and diversity, promote leading employment practice and are consistent in approach.

2.3 Support the implementation, review and development of specific elements of the People Strategy, as defined within the Strategy e.g. Health and Wellbeing as directed by the Head of HR.

2.4 Report as appropriate to SMT, Standards and Resource Committee and CFA on matters relevant to the role.

1. **Job Activities**

**Culture and Engagement**

3.1 Develop and implement people related programs to foster and support a high-performance culture driving diversity and inclusion initiatives.

3.2 Lead and develop the Service’s employee voice strategy, ensuring all employees are heard through surveys, focus groups, and listening initiatives, focusing on encouragement of employee participation.

3.3 Implement and oversee engagement tools, using analytics to provide actionable insights & recommendations to senior leaders.

3.4 Collaborate with business leaders to design and track engagement action plans based on data-driven insights.

3.5 Drive the service’s culture transformation & change management strategy, with a focus on performance management and staff development initiatives.

3.6 Manage effective HR communication methods with regards to the services culture and values that positions the service as an Employer of Choice to both employees and future employees demonstrating commitment to our stakeholders.

3.7 Manage resources, budgets, and timelines to ensure successful delivery of all engagement-related projects with consideration to financial monitoring and effective budget planning.

3.8 Working with key stakeholders Implement initiatives to support employees’ physical and mental well-being aligning with the HR health and well being strategy.

3.9 Identify, advise, coach, support, mentor and challenge business leaders/managers on people related matters specifically related to change management and people leadership skills, strengthening leadership through structured coaching and mentoring processes.

3.10 Continually review and update the onboarding and induction programs to ensure the 'best first day' and 6-month experience for new employees.

3.11 Lead, develop, review and implement innovative appropriate training, apprenticeship programs, early careers, and graduate programs, researching relevant initiatives regionally and nationally.

3.12 Working closely with managers identify and develop talent, develop structured processes and support HR to ensure the recruitment, development and retention of key talent through reward and recognition programs.

3.13 Ensure equity, inclusion and diversity is embedded in our business in collaboration with safety and wellbeing, demonstrate visible leadership in driving the right safety culture in accordance with the Health and Safety Framework.

3.14 Drive initiatives that enhance employee engagement, satisfaction, and retention.

3.15 Oversee the full employee lifecycle, including recruitment, onboarding, development, and offboarding.

3.16 Oversee the performance appraisal process supporting the Development Officer to ensure the Service promotes a high-performance culture where employees feel valued.

3.17 Promote a culture of continuous learning and improvement by keeping ahead and up to date with key initiatives and identify training needs.

3.18 Develop and implement diversity and inclusion strategies and initiatives. 

**4.** **Policy**

4.1 Identify, source and analyse current information, research and data that contribute to effective policy development and decision-making that promotes an effective workplace culture.

4.2 Provide expert advice to the wider People Services function on the interpretation and application of Equality, Diversity and inclusion and organisational development policies.

4.3 Working closely with HR, union representatives and subject matter experts in the review, update and redraft of policies, and related processes and procedures, ensuring they are clear, legally compliant and provide effective advice and guidance. Ensure policies are reviewed as per legislation and service requirements, keeping ahead and updated of employment legislation.

4.4 Lead on the launch, implementation and training of new and amended people related policies relevant to area of work to ensure understanding amongst managers and all employees through effective training and communication.

**5.** **Projects**

5.1 Undertake activities on a range of organisation wide projects which support the delivery of our People Strategy, collaborating with colleagues across the organisation to deliver organisational improvement and transformation.

5.2 Ensure involvement in effective consultation processes with trade unions and other relevant stakeholders, in respect of new and revised people and employment related projects.

5.3 Undertake horizon scanning to identify changes which have the potential to impact the organisation from a people perspective keeping ahead of developments.

5.4 Monitor and evaluate the effectiveness of people projects, making recommendations for improvement.

5.5 Compile and provide reports and updates on HR projects to the Executive Team, SMT, Programme Board and other service boards as required.

5.6 Monitor each project against the agreed delivery plans, ensuring that all required progress reports are produced in a timely manner and are appropriate for the audience and produce required documents to support the project such as business cases, project plans, quality plans, communication plan, risk logs, decision logs, using departmental project management templates.

5.7 Ensure that the diverse needs and aspirations of all staff are considered in project planning and delivery and that appropriate responses are put in place to ensure equal access to services and employment opportunities that enable all groups to fulfil their potential.

5.8 Work at a high level of initiative with minimum supervision to support the Service/Directorate by undertaking complex high level HR Project work as directed.

**6.** **Data Management**

6.1 Lead on the management and ongoing development of the HR/Learning Management systems to deliver an efficient, effective and proactive data management and administration user support service.

6.2 Oversee the administration of the HR/Learning Management systems, ensuring data integrity, data management and storage, and report on training and HR KPI’s/Corporate Health Indicators, providing strategic insights to senior leadership.

6.3 Ensure that HR/OD/EDI portal pages are engaging, up to date, accessible and enable managers and employees to access the people policies and procedures.

6.4 Ensure the LMS data contained within the system is current and up to date through regular data cleansing and auditing for consistency, accuracy and security.

6.5 Design and run standard reports in the appropriate format for statutory, freedom of information, government bodies and workforce planning.

**7** **Other Tasks**

7.1 Responsible for relevant area Service budgets, ensuring the cost-effective use of funds in accordance with best value and financial regulations.

7.2 Implement the Authority’s Service Plan, Annual Plan and People Strategy, and assist in achieving its objectives, as relevant.

7.3 Chair relevant meetings in the absence of HHRA

7.4 Support HHRA in delivering SFRS internal and external audit requirements and ensuring HMICFRS inspection action plans are prioritised

7.5 Maintain professional competence, including keeping up to date with relevant case law, legislative changes and codes of practice through attending training courses and seminars as required, to maintain the level of knowledge and skills required of the post.

7.6 Actively promote awareness of equality issues, positive action initiatives, and communication strategies (working in conjunction with colleagues in the Service) in order to support the increase of attraction rates from under-represented groups, to achieve a workforce profile that reflects the Community

7.7 Attend relevant meetings as a stakeholder and prepare and deliver reports where required e.g. Senior Management Team, People Management meeting and Fire Authority Committee meetings.

7.8 Other duties that are commensurate with the grading of the job, may also be assigned from time to time.

**Job Overview**

**Knowledge and Skills**

The post holder will need a detailed understanding of legislation relating to HR management, as well as gaining knowledge of organisational policies and practices across the Service. The post holder will have previous experience in applying their specialist skills and management experience.

The post holder will be able to resolve some problems or situations without reference to senior management and is expected to be creative in developing new ideas and solutions for both the short term and for future implementation. The post requires ability to handle varied and sometimes conflicting information.

The post holder will be able to motivate and develop other members of staff whilst taking an advisory, sensitive and guiding role. The post also requires the communication of complex and, possibly, contentious information to different audiences, including non-specialists.

**Demands**

Whilst there is access to more senior officers for the resolution of serious problems, the post holder is expected to organise their own workload to meet internal and external demands, practices and policies. There will be a need to work to deadlines whilst managing occasional interruptions or conflicting demands.

The post involves direct contact, both in person and by telephone, with people (mainly employees) whose personal circumstances or behaviour could place emotional demands on the post holder.

**Responsibilities**

The post holder will have responsibility for providing advice and guidance in improving people management and for advising on HR management. This will include contributing to the development of strategic policies and procedures in meeting changes in external regulations, statutory requirements and management developments.

The post holder is responsible for day-to-day management of a team for both work allocation and line management.

The post holder will provide information in managing, monitoring and setting budgets relating to the major areas of the post. The post also carries the responsibility for the HR information system.

**Status of job description**

Created - May 2025

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|  | **Essential** | **Desirable** |
| **Qualifications (or equivalent skills)** | MCIPD / CIPD Level 5 in HR Management and/or equivalent | Masters Degree or equivalent in business related field |
| **Work Experience** | Experience of managing staff and leading a team.  Experience of working as a culture manager, organisational development or EDI background.  Experience in HR policy development, with a comprehensive understanding of employment law and HR best practice  Experience in prioritising, planning and organising workload to manage expectations and deadlines  Proven ability to analyse information, produce findings and recommendations  Strong achievement orientation with proven experience in implementing change initiatives.  Use and familiarity of HR/Training management information systems.  Experience of budget management | Experience of project management.  Fire Service, Local Government or Public Service in similar role.  Experience of working effectively with Trade Unions / staff representatives  Expertise in leading on HR or people related projects  Experience of implementing programs related to change. |

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|  | **Essential** | **Desirable** |
| **Specialist Knowledge** | Up to date knowledge of employment law developments and other legislative requirements, including the Data Protection Act. |  |
| **Skills** | Ability to communicate clearly and effectively, both orally and in writing, with staff at all levels of strategic and technical understanding.  Ability to influence at all levels with good facilitation skills, being persistent, but able to maintain a sensitive and diplomatic approach  Excellent interpersonal and relationship building skills with ability to work on your own initiative as well as part of a team  Ability to prioritise and manage diverse workload to certain deadlines with minimal supervision.  Ability to understand and interpret statistical data and present information in a meaningful and clear style.  Ability to write complex reports in a clear manner.  Excellent organisational skills  Ability to adapt quickly to fit skills and resources to changing circumstances and expectations  Ability to consider and communicate the impact of decisions on wider policies and programmes. | Experience of working with sets of data and being able to summarise key data messages into management information |

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|  | **Essential** | **Desirable** |
| **Personal Qualities** | Able to build and sustain effective working relationships with senior Officers, colleagues and external agencies, valuing their diversity and contribution  Conscientious, committed and self-motivated.  Carry out duties in a confident, professional and friendly manner.  Adaptable and embraces new ways of doing things, contributing ideas and energy to continuous improvement |  |
| **Special Factors** | Ability to work outside normal office hours is and when the situation requires this, e.g. weekend or evening recruitment or presentations at Stations.  Ability to travel regionally and nationally e.g. for conferences and events. | A current driving licence. |