



<b>JOB TITLE:</b>	Human Resources Officer (Professional Standards)
<b>SALARY GRADE:</b>	Grade 6
<b>JE REFERENCE:</b>	A788
<b>DIRECTORATE:</b>	People & Organisational Development
<b>TEAM:</b>	Professional Standards
<b>LOCATION OF WORK:</b>	Service Headquarters
<b>HOURS OF WORK:</b>	35 hours per week
<b>DIRECTLY RESPONSIBLE TO:</b>	HR Advisor Professional Standards

<b>LEADERSHIP BEHAVIOUR LEVEL:</b>	Leading Yourself
------------------------------------	------------------

**MAIN JOB PURPOSE**

To support the effective delivery of the Professional Standards team as part of the People & Organisational Development function, assisting in caseload management and compliance across conduct, capability, complaints, bullying and harassment, and grievance matters.

The post holder will be committed to, encourage and promote the values of MFRS, the National Core Code of Ethics for Fire & Rescue Services, and act in accordance with our Ground Rules.

**KEY AREAS OF RESPONSIBILITY**

**General Duties**

1. To provide support to colleagues in the administration and managing all stages of People and Organisational Development's (POD) policies and practices.
2. To coordinate various POD processes in accordance with strict legal and organisational deadlines, supporting all teams within the POD function.
3. To provide general advice and guidance regarding People and Organisational Development procedures.
4. To issue correspondence as necessary relating to People and Organisational Development procedures.

**Specific Duties**

5. To support Professional Standards processes and case management in relation to Conduct, Capability, Grievance, Bullying & Harassment, Probation and Complaints matters ensuring cases progress and comply with service policies and procedures.
6. To provide general support and guidance to managers across Conduct, Capability, Grievance, Probation and Complaints matters.
7. To support processes to ensure the service maintains sufficient capable and trained staff to fulfil responsibilities for the handling of Professional Standards matters.

8. To support delivery of training across Professional Standards workstreams to all staff.
9. To provide appropriate administrative support to managers assigned cases, attending formal hearings in an advisory capacity as required.
10. To collate, manage and produce appropriate data to support and enable business intelligence and HR metrics across Professional Standards matters and Service absence.
11. To utilise the Services Case Management application to ensure all cases are recorded electronically.
12. To support the services complaints and compliments process acting a first point of contact and directing specific queries to other departments as necessary.
13. To act as a minute taker as appropriate for Professional Standards matters
14. To collate of information for reporting both internally and externally, alongside managing FOI and SARS information request in line with GDPR criteria.
15. To maintain the team's records and filing system with due regard to confidentiality. Maintaining the archive files and to cull data as required.
16. To collate and prepare hearing packs for formal cases.
17. To undertake any other duties deemed suitable by the Authority commensurate with the grade.

## VALUES, BEHAVIOURS AND CODE OF ETHICS

As detailed in the Authority's CRMP, the Leadership Message clearly states our Values.

### We serve with **Courage**

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better

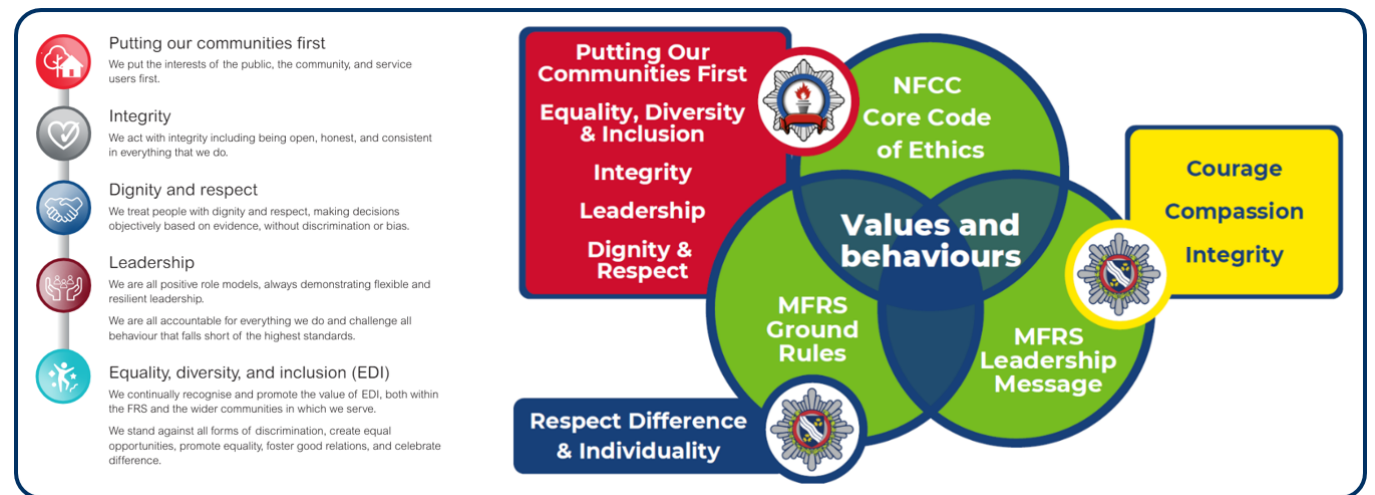
### We serve with **Integrity**

- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

### We serve with **Compassion**

- By acting with empathy and kindness
- By actively listening - hearing what is being said
- By going the extra mile to help
- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference

The National Core Code of Ethics for Fire & Rescue Services sets out five Key Principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour. The code is complemented by MFRA's Ground Rules, which outlines how we welcome difference and individuality, create a sense of belonging in the most inclusive way and provide some key, simple rules surrounding how we act.



## LEADERSHIP BEHAVIOURS

### LEADING YOURSELF

<b>Personal Impact</b>	I demonstrate Service values and behaviours.	I value inclusion and set a positive example to others.	I reflect on my own strengths and see the strengths of others (using colours).
<b>Outstanding Leadership</b>	I am an ambassador for the Service, taking pride and responsibility for the work we do and encouraging others to do the same.	I take responsibility and accountability for the quality of my own work.	I role model proactively, learning new skills and behaviours.
<b>Service Delivery</b>	I find out about my local community risks & associated behaviours to ensure we are offering the best service.	I plan ahead and prioritise my work, managing my time effectively to get things done.	I work to foster trust with others & build constructive working relationships to achieve goals.
<b>Org. Effectiveness</b>	I know what the key organisational goals are and how I contribute.	I work within the organisation's policies, procedures and processes.	I continuously seek to improve my performance & share my ideas.

Date job profile prepared / revised:

November 2024 L Williamson

# MERSEYSIDE FIRE & RESCUE SERVICE

## PERSON SPECIFICATION



<b>Job Title:</b>	Human Resources Officer (Professional Standards)	<b>Team:</b>	<b>Professional Standards</b>
<b>Salary:</b>	<b>Grade 6</b>	<b>Directorate:</b>	<b>POD</b>
<b>JE Reference:</b>	A788		

QUALIFICATIONS & TRAINING		ESSENTIAL/DESIRABLE	ASSESSED BY				
	CIPD Level 3 (or willingness to work towards).	E	P D				
	Evidence of continuous professional development in HR, employment law, or case management (desirable).	D	A & I				
KNOWLEDGE & EXPERIENCE		ESSENTIAL/DESIRABLE	ASSESSED BY				
	Experience providing administrative support within a People, HR, or similar professional services environment.	E	A & I				
	Experience coordinating HR processes to strict deadlines and organisational policies.	E	A & I				
	Experience of minute-taking at formal meetings or hearings.	E	A & I				
	Experience of handling sensitive and confidential information appropriately.	E	A & I				
	Experience of preparing case files, hearing packs, or structured documentation for formal procedures.	E	A & I				
	Experience interpreting and analysing data, including trends and patterns.	E	A & I				
	Experience of training, mentoring and coaching.	D	A & I				
	Knowledge of HR policies and procedures (conduct, grievance, capability, absence etc.)	E	A & I				
	Understanding of GDPR and data protection responsibilities.	D	A & I				
	Knowledge of safeguarding principles.	D	A & I				
SKILLS & ABILITIES		ESSENTIAL/DESIRABLE	ASSESSED BY				
	Strong organisational and planning skills, with the ability to prioritise effectively	E	A & I				
	High accuracy and attention to detail in documentation, data handling and record-keeping.	E	A & I				
	Ability to manage multiple tasks, deadlines and cases in a busy professional environment	E	A & I				
	Clear, professional communication skills with staff at all levels, verbal and written.	E	A & I				
	Competence in using HR information systems, case management applications and Microsoft Office (Word, Excel, PowerPoint, Outlook).	E	A & I				
	Ability to analyse and present HR data for reporting and business intelligence purposes.	E	A & I				
	Ability to work collaboratively with managers, HR colleagues and external stakeholders.	E	A & I				
WORK RELATED CIRCUMSTANCES		ESSENTIAL/DESIRABLE	ASSESSED BY				
	Standard Disclosure Barring Service vetting check.	E	MFRS				
	Full manual driving licence and willingness to travel for role requirements	E	A				
<b>A</b>	Application	<b>I</b>	Interview	<b>PD</b>	Produce Documentation	<b>MFRS</b>	If successful & conditionally offered the role, MFRS will facilitate