



GREATER MANCHESTER
FIRE AND RESCUE SERVICE

ROLE DESCRIPTION

Role Details	
Role Title:	Associate (HR & OD)
Directorate:	POD
Hours:	36.25
Grade:	D (E – experienced grade related to particular portfolio activities)
Location:	HQ or TDC (and other sites as required)

Organisational Arrangements	
Reporting to:	Associate Partner
Role Purpose	<p>To provide administrative support as required in the areas of Human Relations, Payroll and Pensions, Talent Attraction and Retention, People Systems and Learning Development, and OD, Leadership and Wellbeing.</p> <p>Ensure delivery of contractual transactions (payroll, pensions)</p> <p>The role holder will work collaboratively across the directorate providing support to Associate Partners, Partners and internal customers across the organisation.</p>



Main Responsibilities – Role Specific (All):

- Provide administration support flexibly across the full range of the HR & OD directorate activities.
- Maintain and develop effective administration processes to meet the changing demands of the organisation.
- Maintain accurate employee records for payroll, pensions, absence, OH, performance and learning.
- Provide a first point of contact, proactively responding to basic people activity queries in a timely manner through various communication channels (telephone, email, letter, via a people system) and escalate to an Associate Partner or Partner where appropriate.
- Build effective relationships with the broader HR & OD team and customers, working collaboratively across the directorate.
- Communicate effectively to ensure all relevant customers are informed and up to date with relevant information, statuses and progress.
- Proactively follow up actions that have not been completed and where information is required from others.
- Organise events and meetings, ensuring that facilities are arranged, all resources booked and relevant attendees have the appropriate information as required.
- Produce, monitor and input accurate information into the relevant people systems ensuring all data is up to date and inputted in a timely manner
- Accurately prepare documentation, communications and information including letters, emails, contracts and records.
- Maintain and store data, records and documentation appropriately and in line with the Data Protection Act.
- Raise purchase orders and requisitions and process payment of invoices in a timely manner.
- Calculate and ensure all variations on entitlements and payments are accurate and updated in a timely manner
- Act as note-taker for a variety of meetings, ensuring that detailed notes are accurately produced to deadlines and shared with the relevant parties in line with policies/procedures

Main Responsibilities (Experienced Grade – Payroll & Pensions Activity)

- Check and oversee payroll and pensions reports to ensure accuracy.
- Handle complex queries relating to payroll including third party claims.
- Apply all of the relevant National and Local Conditions of Service in relation to people systems and processes for payroll and pension activity.

Main Responsibilities – Directorate Specific

- Identify and contribute to upskilling opportunities for colleagues within the directorate.
- Develop and maintain effective relationships with internal customers.
- Provide guidance and support on the use of systems and tools to enable their effective use.
- Have a good awareness of people performance indicators and people intelligence to support Associate Partners and Partner in identifying issues arising, spot trends and take appropriate action to learn, share and improve.
- Seek feedback to ensure that customers are receiving a consistently positive experience and support and enable colleagues to meet the needs of the organisation.
- Proactively contribute to the continuous improvement of people systems and processes to ensure procedures, policies and guidance are updated in line with legislative and social changes.
- Support the development of on-going communication and engagement channels and methods to keep the wider directorate team and internal customers up to date.
- Provide positive challenge to colleagues across the organisation in considering how things can be done better and more effectively.
- Work flexibly across the directorate, in a holacratic manner, deployed as required.
- Undertake such other activities which are commensurate with the grade of the post as may be required from time to time.

Key Requirements

Education, qualifications and associations

- Good standard of education including numeracy and literacy, GCSE or equivalent (essential)
- Working towards CIPD/CIPP Membership or relevant equivalent professional qualification/Membership (desirable)

Essential knowledge and experience

- Demonstrable experience of delivering excellent customer service
- Demonstrable knowledge and experience of providing administrative support
- Experience of using ICT led people/payroll administrative systems
- Experience of delivering to set deadlines and changing priorities

- Experience of working with confidential information

Desirable knowledge and experience

- Demonstrable knowledge and experience of providing administrative support in one or more of the following areas; Human Relations, Payroll & Pensions, Talent Attraction and Retention, People Systems and Learning, and OD, Leadership and Wellbeing.
- Basic Employment Law knowledge and an understanding of best practice in this

Essential Skills & Behaviours

- Excellent relationship management skills with demonstrated ability to develop effective relationships with key stakeholders and colleagues
- Well-developed verbal and written communication skills, including report-writing and presentation
- Flexible and adaptable approach
- Solid ICT skills
- Methodical approach and ability to prioritise workloads
- Good knowledge and understanding of the various disciplines of HR & OD
- Ability to build strong and trusting relationships with clients, customers and colleagues
- Clear focus on delivering positive outcomes through connecting the activity all of HR & OD's portfolio areas
- Resilience and the ability to navigate through difficult situations
- Acting as a role model for their portfolio and the directorate
- Deep belief in the value of the HR & OD function, and their own ability to make a valuable difference to the organisation

Desirable Skills & Behaviours

- Note taking skills (minutes)
- Multi-tasking across a range of activities

Other

- Willingness and ability to travel across county and work from other sites when required
- Occasional requirement to work in the evenings or weekends



Corporate Commitments

Promote and role model behaviours that ensure no discrimination against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

Safeguard at all times confidentiality of information relating to existing and former colleagues.

Refrain from smoking in any areas of Service premises.

Adhere to all relevant Service Policies and Procedures, behaving in a manner that reflects this.

Records Management/ Data Protection - As an employee of the Service, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, microfiche, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

Confidentiality and Information Security - As a Service employee you are required to uphold the confidentiality of all records held by the Service, whether employee records or Service information. This duty lasts indefinitely and will continue after you leave the Service employment. All employees must maintain confidentiality and abide by the Data Protection Act.

Data Quality - All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on the Service's computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner to ensure high standards of data quality in accordance with Departmental protocols.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act 1998,

Health and Safety - All employees of the Service have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Service to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service's undertakings.



Service Policies - All Service employees must observe and adhere to the provisions outlined in these policies.

Equal Opportunities - The Service provides a range of services and employment opportunities for a diverse population. As a Service employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.

NB: This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.