



JOB DESCRIPTION

Job Title:	Recruitment & HR Operations Manager
Department:	People & Organisational Development
Location:	CFRS Headquarters, Sadler Road, Winsford
Post Number:	H107
Grade/Role:	PM2
Special Allowances:	Casual Car Allowance
Responsible to:	Head of People and Organisational Development

JOB PURPOSE

To lead, plan and manage all recruitment, selection and promotion activity across the Service in support of the organisation's current and future strategic talent acquisition needs for wholetime and on call Firefighters, operational managers, corporate and support staff, apprentices, and senior leaders. To lead and manage HR Operations activity across the whole employee lifecycle including the administration and documentation for starters, movers, promotions, transfers, redeployments, leavers and DBS checks, ensuring compliance with all relevant legislation, policy and guidance.

PRINCIPAL RESPONSIBILITIES

- 1 To plan and manage effective recruitment campaigns which target, attract, select and recruit the best talent available in support of the organisation's current and future strategic talent acquisition needs, and ensure they are conducted in compliance with CFRS policy, and relevant legislation including the Equality Act and anti-discrimination legislation.
- 2 To undertake the role of account manager for Heads of Department and other managers in relation to their recruitment needs, ensuring that recruitment & selection campaigns are quality assured and designed to target the right audience through the most appropriate channels and media, and that managers receive timely advice, progress updates and guidance on the appropriate methods and strategies to use to achieve the best outcome.
- 3 To lead on the issuing of all documentation relating to employment offers, employment contracts, promotions, internal transfers, leavers, redeployees, re-grades, retirees, and provide advice to managers accordingly, ensuring that accurate records are kept at all stages of the employee lifecycle, and that systems are updated.
- 4 To support the Service's pro-active engagement with prospective job applicants, both digitally and face-to-face, in a variety of settings in order to promote Cheshire Fire & Rescue Service as an employer of choice, to develop talent pipelines for current and future roles, and to undertake positive action in support of our Equality, Diversity and Inclusion strategy.

- 5 To ensure that all new starters and internal movers undergo the required pre-employment screening for their role, including referencing, identity checks, Right to Work checks, medical screening, and any other relevant checks. Ensuring that there are robust arrangements, processes and systems in place for undertaking these checks and that any issues are escalated accordingly and candidates are managed fairly and in accordance with CFRS policy.
- 6 Provide training and briefings for managers with the responsibility for recruitment in order to promote and support good practice and enable staff to be effective when undertaking recruitment and selection to ensure all processes are robust, fair and inclusive.
- 7 To lead, motivate, develop and supervise a team, ensuring that they are effectively trained, motivated and developed, and that they work in accordance with Service Core Values and Code of Ethics.
- 8 To lead the undertaking of DBS checks within the organisation ensuring that all staff and volunteers are checked in accordance with the relevant timescale, the Convictions policy and the Rehabilitation of Offenders legislation. To deal with any disclosures from applicants in line with Service policy and good practice. To work in accordance with CFRS Safeguarding policy and CFRS Convictions Policy, liaising with the Professional Standards lead and Safeguarding lead as required.
- 9 To manage and develop the Service's Applicant Tracking System ensuring that the system is fit for purpose and enables the Service to have lean, efficient and effective recruitment, selection and promotion processes, and that it optimises both the candidate and recruiting manager experience. To explore new ways of working and new technology to enhance the provision of services, including the use of Artificial Intelligence where it is appropriate to do so.
- 10 To respond to internal/external data and reporting requirements, and ensure that accurate records are maintained for all applicants and employees, and that all data used by the team is processed, managed and stored in compliance with internal information governance policy and external legislation.
- 11 To liaise with relevant officers and staff in order to support strategic workforce planning, succession and establishment planning for the organisation in relation to all staff groups.
- 12 To pro-actively monitor and review key data and performance indicators to drive high performance. To produce professional reports for internal and external stakeholders and meetings/committees.
- 13 To co-ordinate the Job Evaluation process within the organisation, ensuring robust evaluations take place minimising equal pay risk, and that accurate and comprehensive records are kept and that each unique role has an up to date and fit for purpose Job Description and Person Specification.
- 14 To be the lead officer for the provision of temporary and specialist resourcing for the organisation through employment agencies, maintaining effective relationships with suppliers and monitoring cost.

- 15 To manage third party contractors and suppliers in order to maximise value and performance, and optimise the customer experience for CFRS staff, volunteers and applicants.
- 16 To undertake ad hoc project work as outlined in the People & OD department plan or assigned by the head of department, and to support and collaborate with the other teams and lead officers within the department, as well as colleagues across the Service.
- 17 Ensure the timely and accurate communication and handover of employee information and workforce changes to relevant teams, including Payroll and Organisational and Leadership Development, to support the effective implementation of workforce decisions, maintenance of employee records, and the efficient coordination of development activities such as post-promotion support and management inductions.

Some of the above responsibilities may be subject to review in light of the implementation of a new HR System

Core Responsibilities for Cheshire Fire Service Personnel

Personal Performance

To take responsibility for personal performance (including personal fitness) and the development of personal skills to ensure the required skills, knowledge and competence to fulfil the role.

Personal Accountability

To manage the areas of responsibility attached to the post or commensurate with the role in accordance with the Authority's Scheme of Delegation.

Core Values and Behaviours

To encourage and promote the values of Cheshire Fire Authority and comply with the required standards of conduct and so promote the Authority within the community by acting with integrity and honesty.

Equality and Diversity

To promote, adhere to and implement the Service's Equality and Diversity Strategy/Policy and to work consistently to embed equality and diversity within the Service.

Staff Wellbeing and Engagement

To commit to making mental health and staff engagement a corporate priority to maintain a healthy and productive workforce.

Health and Safety

To work in compliance with Service Health and Safety Policy to ensure that hazards are identified and risks assessed and controlled.

To be proactive in managing your personal health, safety and wellbeing and that of your colleagues.

Environment

To promote the Service's Environment Policy/Strategy by implementing working practices and procedures that ensure a sustainable approach to the use of resources and that resources are disposed of in an efficient and environmentally friendly way.

To work consistently to embed environmental considerations, energy efficiency and compliance with the Environment Management System (EMS) within the Service.

N.B.

Notwithstanding the detail in this job description, in accordance with the Cheshire Fire and Rescue Service's flexibility policy the job holder will undertake such work as may be determined by the Chief Fire Officer/Line Manager from time to time, up to or at a level consistent with the principal responsibilities of the job and in any location within the Cheshire Fire and Rescue Service.

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V1.0	16.8.10	JA
V2.0	19/7/22	AH
V3.0	20/7/26	CR



PERSON SPECIFICATION

Job Title: Recruitment & HR Operations Manager

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	CIPD qualified to Level 5 or equivalent experience Qualified to deliver psychometric testing	A Degree in a relevant subject CIPD qualified to Level 7
EXPERIENCE	Experience of effectively leading a high performing HR or Recruitment team in a complex organisation Significant experience of leading HR Operations activity across the whole employee lifecycle, and providing associated advice to managers Extensive experience of leading all aspects of recruitment and selection as part of an in-house recruitment function Experience of managing pre-employment screening across multiple roles, including DBS and right to work checks Experience of advising on establishment, succession and workforce planning Experience of planning and delivering assessment centres Experience of developing HR policy and guidance Experience of using HR Systems and Applicant Tracking Systems	Experience of working in the public sector Experience of delivering formal training Experience of administering job evaluation schemes i.e. HAY

SKILLS & ABILITIES	Excellent verbal communication and presentation skills, with the confidence to engage with a wide range of audiences Excellent written communication skills, including the ability to write formal reports Strong interpersonal skills, able to instil confidence and gain credibility with others Ability to engage with and influence a wide range of stakeholders Highly organised, and able to successfully manage a number of competing workstreams Strong attention to detail and focus on maintaining high quality and customer satisfaction Able to effectively prioritise workload for self and team Able to create positive working relationships, build rapport and manage conflict Ability to use relevant digital technology to improve service delivery Open to change and receptive to feedback, with a focus on continuous improvement	
KNOWLEDGE	Good level knowledge of employment law, best practice and ACAS guidance relevant to the role Extensive professional knowledge of recruitment & selection, HR Operations, professional standards, HR policy, organisational change, learning & development, HR/ATS systems Knowledge of how to conduct lawful positive action Good understanding of information governance and data protection Knowledge of how to utilise an ATS to maximise effectiveness	Knowledge of the Fire and Rescue Service context and key challenges for the sector Knowledge of NJC Grey Book and Green Book terms and conditions

OTHER REQUIREMENTS	Prepared to role model CFRS and its' Core Values and Code of Ethics at all times Occasional evening and weekend work in order to support a 24/7 emergency service Ability to travel across the county	
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