



Role Title	People Helpdesk Manager	Reporting to	Head of People Services
Section	People Helpdesk	District/Department	People Directorate
Tenure		Rank/Grade	POA

Part A – JOB DESCRIPTION

Overall purpose of role	Lead and deliver a professional and customer focussed People Helpdesk service, ensuring that the Helpdesk team resolve queries when possible, escalate correctly when necessary and record the learning from queries received to create a team that operates pro-actively and flexibly to become a focal point for continuous People service improvement.
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Key outputs for role –	
<ol style="list-style-type: none">1. Lead by example and behave in line with the Police Code of Ethics ensuring that the force values and behavioural expectations are clearly understood and considered by managers, officers and staff in their decision making and actions; reinforcing and influencing them through all interactions and processes.2. Proactively manage the performance, attendance and wellbeing of police officers and police staff against the required standards to ensure they are dealt with and supported in accordance with the correct policies and procedures3. Through your team ensure the operational service delivery of the People Helpdesk service including staff welfare, health and safety and professional development to provide information, signposting and assistance to the West Yorkshire Police workforce, ensuring that regular two-way communication between the helpdesk and key professionals occurs to ensure the continual development of the service delivery based on customer and organisational feedback and requirements.4. Build, maintain, coach, support and develop a skilled, effective team of People Officers who are encouraged to solve problems, offer new ways of approaching familiar tasks and take personal responsibility for their own development.5. Be accountable for the establishment and maintenance of a performance framework using Helpdesk reporting capabilities to support the ER team with the continuous improvement and development of systems, processes and policies. This will include clear metrics for timescales, quality of service, consistency and volume of outputs.6. Build and maintain relationships with Senior Leadership Teams and their departments to ensure the Helpdesk continually evolves based on feedback and offers a professional, flexible and customer centric service.7. Foster a culture of continuous improvement of systems, processes and service standards and sample the output of the teams to ensure and monitor consistent performance including the information provided in support of Pay Appeals and FOI (freedom of information requests).8. Lead and manage the self service project (TOBI) Work collaborately with key stakeholders to ensure the ongoing roll out of improvements, maintainance and development of the self serve tool is fit for purpose and in line with customer requirements. Ensure the platform to support TOBI, the Knowledge base, is accurately and regularly updated and maintained with up to date relevant information in a bid to minimise the contacts being directed to the Helpdesk.9. Manage the Helpdesk function across a number of force sites ensuring the team work collaboratively with colleagues within the People Directorate.10. Undertake any other People work as directed, including working at different locations, in order to provide business continuity and to enable the HR team as a whole to fulfil force-wide needs.	

Dimensions (Financial/Statistical/Mandates/Constraints/No. of direct reports)

- Manage a team of 4 People Officers, direct reports

Work/Business contacts

Internal: All police officers and police staff. Staff Associations and Trade Unions.

External: Members of the public, Police Forces and other external organisations.

Expertise in Role Required (At selection - Level 1)**Essential or Desirable**

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| • Hold a Level 7 Chartered Institute of Personnel and Development qualification or management qualification | Essential |
| • Previous experience of leading and managing a successful team | Essential |
| • Previous experience of setting and reviewing performance metrics | Essential |
| • Proven ability to innovate in order to resolve problems, create new and better ways of working and deliver ongoing improvements to service delivery at a high standard | Essential |
| • Proven ability to influence senior Managers to see the benefits in alternative ways of working | Essential |
| • Excellent communication skills both written and verbal | Essential |
| • Experience of managing a remote service centre/Contact Centre team | Desirable |

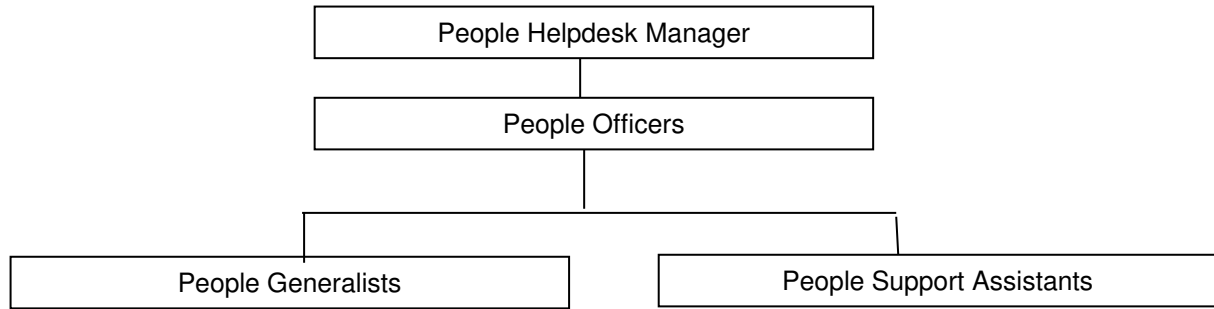
Other (Physical, mobility, local conditions)

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| • Has the ability to travel around the force area, and when required, throughout the UK. | Essential |
| • Has access to a motor vehicle and is prepared to use it for business purposes. | Desirable |

Expertise in Role - After initial development - Level 2

- Detailed knowledge of the organisational infrastructure of West Yorkshire Police.
- Detailed working knowledge, experience and understanding of People policies and procedures within the Force.
- Demonstrates a sound working knowledge of People best practice and employment legislation.
- Developed effective working relationships with customers and colleagues at all levels.
- Provides effective People communication and briefings.
- Has developed a skilled and effective team providing a high level customer service.

Structure



PART B – COMPETENCIES & VALUES

Competency and Values Framework –

http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing_4.11.16.pdf

Level 2- Supervisor/Middle Manager

PART C - DEVELOPMENT OF ROLE

Expertise in Role (Advanced - Level 3)

- Has identified and utilised best practice within the Police service and from external organisations to improve quality of service.

PART D - ACCESS & VETTING

Standard IT Access	Default
Police Building (Perimeter and Zone access)	Perimeter access to police buildings where based
Vetting Level	Management Vetting
Date accepted as a role profile	

