

# Recruitment Information Pack



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

## PEOPLE SERVICES MANAGER

VACANCY REF:	PSRA-2024-10
CONTRACT STATUS:	Permanent
GRADE:	9
LOCATION:	Service Headquarters, Cambuslang / Flexible location
DEPARTMENT:	People Directorate
SALARY:	£57,178 - £60,074 per annum
HOURS:	35 hours per week
CLOSING DATE:	26 May 2024

The recruitment information pack is designed to provide you with as much information as possible, relevant to the role and the SFRS recruitment and selection process.

The SFRS is an equal opportunities employer and a Disability Confident Employer. As such our selection processes are designed to promote equality of opportunity for all. We will ensure all applicants that declare a disability and/or Specific Learning Difference (SpLD), who meet the essential criteria for the post, will be invited to attend for interview.

If you have any further questions, please contact the People Services Resourcing Team on 01698 402271 or email [SFRS.PODVacancies@firescotland.gov.uk](mailto:SFRS.PODVacancies@firescotland.gov.uk).



Blue Light Together

# THE SCOTTISH FIRE AND RESCUE SERVICE

The Service was established on 1 April 2013, bringing together the collective skills and experience from across Scotland's previous eight Fire and Rescue Services.

Now, as national organisation we deliver our front-line services locally across the 3 Service Delivery Areas (SDA's) in the North, East and West of Scotland. More information about the SDA's, including maps showing area coverage, can be found by clicking on the links detailed below:

[North Service Delivery Area](#)

[East Service Delivery Area](#)

[West Service Delivery Area](#)

As well as front-line Service Delivery roles, our uniformed roles can span into Directorate functions such as Response and Resilience, People and Organisational Development, Prevention and Protection.

Our high service standards have demanded an ever-increasing commitment to development and our uniformed colleagues continue to be amongst the best equipped and most highly trained in the world.

## BENEFITS

A career in the SFRS is wide and varied. As well as excellent learning opportunities, working with us you can expect:

- A rewarding, varied career
- A competitive salary and attractive pension scheme
- A range of excellent family friendly policies including those that promote a work life balance
- Excellent training, development and career progression opportunities
- Generous leave entitlement that increases with service
- Wide range of employee benefits available to you and your family including the Firefighters charity/Family Support Trust
- Access to 'mylifestyle' for saving/discount schemes, including tax savings through our salary sacrifice schemes
- Access to gym facilities and health and wellbeing services and advice
- The potential to work in widely diverse workplaces and locations across Scotland
- To be a part of and contribute to a service that is committed to strengthening its place in communities and supporting public life and better outcomes for local communities.

**SCOTTISH FIRE AND RESCUE SERVICE**

**JOB DESCRIPTION**

<b>JOB TITLE:</b>	People Services Manager		
<b>DEPARTMENT:</b>	People Directorate		
<b>RESPONSIBLE TO:</b>	Area Commander / Deputy Head of People	<b>GRADE:</b>	9
		<b>JOB FAMILY:</b>	Service Manager Level 3

*Please note that this job description is indicative of the nature and level of responsibilities associated with this role and is not intended to be exhaustive.*

**ROLE OVERVIEW**

The People Services Manager will lead the multi-functional People Services team to develop, deliver and monitor the People administration systems and processes to ensure the provision of an effective People service across the SFRS.

The role will provide strategic support to the Director of People and the People Directorate Management Team (DMT) to comply with SFRS' governance and performance management framework and ensure objectives are embedded into the People Directorate Plan and Risk Register. The role will also manage and coordinate the ill health retirement process, medical appeals process and Internal Dispute Resolution Process (IDRP) ensuring compliance relevant regulations.

Post holder is responsible to the Area Commander or Deputy Head of People and forms part of the management team within the People Directorate.

This role is classified as politically restricted due to the range of duties and responsibilities required of the postholder. This restriction applies to roles where the postholder is regularly required to provide advice and guidance to any committee or sub-committee of the SFRS or to any joint committee on which the Service is represented and are able to influence the decision-making process. It also includes those postholders who have contact with the media such as a person who, on a regular basis, speaks on behalf of the SFRS to journalists or broadcasters.

**KEY CONTACTS**

- The SFRS Board and Strategic Leadership Team
- Managers and employees across the People Directorate
- Heads of Function and other Managers across SFRS
- Other SFRS Directorates and Departments
- SFRS employees and their representative bodies
- External service providers

- Relevant external professional governance agencies/bodies e.g. Scottish Public Pensions Agency, Local Government Pension Fund Offices, Independent Qualified Medical Practitioner (IQMP)
- Relevant sector specific professional agencies/bodies and partners

### **FUNCTIONAL RESPONSIBILITIES / KEY TASKS**

- Work across the People Directorate to ensure delivery of core services alongside project work and that the team is developed and supported to deliver change. This includes management and co-ordination of activities of the People Services teams to ensure a high-quality customer / People focused transactional service.
- Drive operational performance, using data and insights, to identify opportunities for improvement.
- Drive the continuous improvement of People systems, processes and ways of working, enabling change activities that directly support and enhance the colleague experience.
- Support the People DMT in the delivery of the People Strategy; addressing all functional areas of the post's remit and establishing supporting systems, processes, structures and roles that ensure effective delivery and flexible prioritisation of the strategic objectives.
- Support the People DMT in the alignment of the People Directorate Plan and Risk Register, Strategic Plan and Annual Operating Plan.
- Support the Heads of People in the effective use of People Directorate Budget and resources by monitoring and reporting on staffing levels and resource changes through engagement with Finance colleagues.
- Lead and coordinate the activities required in the production of People Key Performance Reports and Management Information, across a variety of SFRS Boards and Committees.
- Manage and monitor the People Forward Plan and Policy Schedule to ensure the People Directorates compliance with the SFRS governance process.
- Promote and support a positive health and wellbeing culture that aligns with SFRS values, aims and objectives.
- Be an active member of the People Management Team, contribute to forward planning and the development of the Annual Operating and Directorate Plans, monitoring and reporting on progress.
- Maintain a comprehensive and broad knowledge of professional areas of expertise including keeping abreast of new employment legislation, best practices and relevant pension scheme changes.
- Manage and coordinate the ill health retirement process, medical appeals process and Internal Dispute Resolution Process (IDRP) ensuring compliance with relevant scheme regulations.
- Develop policies, processes and systems to ensure that SFRS applies best practice and complies with legislative requirements.
- Manage and develop the People knowledge hub and associated systems including Sharepoint.
- Maintain a broad knowledge of Strategic workforce planning and talent/succession planning.
- Lead the development, preparation and analysis of reports, statistics, key performance indicators and other management information for key internal and external stakeholders e.g. Scottish Government, Strategic Leadership Team and the SFRS Board to provide insight, improve performance and drive more effective decision making in relation to people matters.
- Conduct workforce/organisational audits, surveys and research to inform People strategic activities and enhance organisational effectiveness.
- Liaise with People Directorate colleagues to design, source and deliver talent strategies and procedures in support of the SFRS's values and competency framework.
- Design and deliver targeted talent development initiatives to support career progression.
- Operate within the SFRS governance framework, attend committee meetings, working parties, management meetings as required.

## **MANAGEMENT RESPONSIBILITIES**

- To ensure the effective management and direction of all employees within area of responsibility and across the People Directorate in accordance with the SFRS's policies.
- To manage finances and budgets effectively in accordance with the SFRS's Financial Regulations to ensure the most cost-effective delivery of services.
- To recruit, lead, develop and manage the performance of employees within area of responsibility.
- To ensure that all across the People Directorate are provided with the training and development required to enable them to carry out their role to the standards required.
- To represent the Scottish Fire and Rescue Service at appropriate external events and meetings in accordance with the remit and status of the post.
- To ensure that the Directorate's services are provided within a Best Value framework and that performance is regularly reviewed, monitored and continuous improvement achieved.
- To develop and maintain good working relationships including liaising with other strategic managers, employees, external bodies and agencies.

## **ADDITIONAL INFORMATION**

### **Essential Criteria**

- Degree level qualification or equivalent knowledge gained through relevant experience in the working environment
- Advanced Diploma in Strategic People Management; or Strategic Learning and Development or equivalent qualification relevant to the role
- Chartered membership of CIPD or equivalent body relevant to the role, or be able to demonstrate relevant continuing professional development which would show the ability to achieve this Experience of supervising teams
- Knowledge and experience of People processes, systems and continuous improvement
- Knowledge of current and emerging Employment legislation
- Experience of developing People/employment related approaches, policies and procedures
- Experience of leading teams
- Experience in leading and managing projects
- Experience of gathering and analysing data and information and the preparation of reports
- Strong influencing skills and stakeholder engagement
- Experience of working in a changing environment and contributing to the implementation of sustainable organisational change
- Proficient in the use of Microsoft Office Packages
- Evidence of Continuous Professional Development
- Driving Licence or the ability to travel across SFRS
- Flexibility to support a range of People activities

### **Desirable Criteria**

- Previous experience in similar role
- Awareness of the role of People Directorate within the SFRS
- Experience of operating in a unionised environment
- Flexible, agile approach and ability to demonstrate continuous improvement mindset

### **Post Specific Criteria**

Postholders are required to undergo Standard disclosure checks.

**THE FOLLOWING PERSONAL QUALITIES & ATTRIBUTES (PQAs) ARE REQUIRED WITHIN THIS ROLE:**

**Commitment to Diversity and Integrity:**

- Demonstrates a fair and ethical approach in all situations
- Demonstrates confidentiality

**Openness to Change:**

- Proactively supports change, adjusting approach to meet changing requirements

**Confidence and Resilience:**

- Maintains a confident, controlled and focused attitude in highly challenging situations

**Working with others:**

- Works effectively with others
- Leads, involves and motivates others

**Effective Communication:**

- Excellent interpersonal skills
- Ability to communicate effectively both orally and in writing.

**Commitment to Development:**

- Committed and able to develop self, individuals, teams and others to improve organisational effectiveness

**Problem Solving:**

- Understands and applies relevant information to make appropriate decisions and create practical solutions

**Situational Awareness:**

- Has an active awareness of environment to promote safe and effective working
- Evidence of a thorough knowledge of fire and community safety issues

**Commitment to Excellence:**

- Leads others to achieve excellence by the establishment, maintenance and management of performance requirements

**Planning and Implementing:**

- Ability to prioritise own workload and work on own initiative
- Creates and implements effective plans to manage workload in line with organisational objectives and priorities

**Political & Organisational Awareness:**

- Recognises the political impact of actions
- Evidence of representing management at internal / external events

### **GENERAL RESPONSIBILITIES**

- The post holder shall ensure that all duties of the post are undertaken in accordance with the Equality Act 2010, the Human Rights Act 1998, the SFRS's Code of Conduct, Dignity and Integrity at Work Policy and other policies designed to protect employees and service users from discrimination and harassment. It is the duty of the post holder to actively promote equalities, encourage a workplace culture of inclusivity and not to act in an unlawfully prejudicial or discriminatory manner towards employees or service users
- To promote the health, safety and welfare of employees at work and of service users through the implementation of the Scottish Fire and Rescue Service's Health and Safety Policies in accordance with all relevant statutory requirements, leading by example
- To protect the confidentiality at all times of customers, partner organisations, and other third parties, where applicable by ensuring that reporting employees comply with the organisations IT Security Policy and procedures

# TERMS AND CONDITIONS

**JOB TITLE** People Services Manager, People Directorate

**LOCATION** Service Headquarters, Cambuslang / Flexible location

**CONTRACT STATUS** Permanent

## **HOURS OF WORK**

This is a full time post however applications from individuals seeking to work on a flexible working basis would be considered.

The standard working week for support staff posts is 35 hours, across the work pattern below;

Monday – Thursday 0845 – 1645

Friday 0845 - 1530

There is a 45 minute unpaid lunch per day.

## **PAY**

The salary range for this role is £57,178 - £60,074 per annum.

Salary on appointment will normally be on the bottom point of the salary scale, with progression subject to regular review in line with the SFRS performance appraisal arrangements. A higher salary placing will be considered in exceptional circumstances subject to experience demonstrated.

Your salary will be paid monthly, directly into your bank account. Salaries are paid on the second last day of each calendar month unless this falls on the weekend, in which case it will be paid on the Friday.

## **PENSION**

This post is pensionable.

Her Majesty's Revenue & Customs have set limits on the tax relief on your pension. Where your pension entitlements increase and these exceed the tax relief limits set, you will have to pay tax on the excess. There are two thresholds to be aware of. One of which is known as the Annual Allowance (AA) which permits a maximum increase in the value of your pension in a given year. The other is the Lifetime Allowance (LTA) which limits the total value of your overall pension pot. If either of these thresholds is breached, this may lead to an increased tax liability.

Applicants seeking promotion should therefore recognise the potential for any substantial increase in pensionable pay to result in an additional tax liability.

The calculation of your pension pot is subject to a complex calculation that allows for factors specific to each employee to be taken into consideration. It is therefore not possible, or appropriate, for SFRS to issue you with advice on this. All applicants are advised to take the effects of the AA or the LTA into consideration when applying for promotion.

If you are concerned that you may exceed these limits if you are successful in applying for a promotion, it is strongly recommended that you seek independent financial advice in respect of the potential impact of this upon your personal financial position.

Advice on Pensions and Taxation can also be accessed through the following links:

[Tax on your Private Pension](#)

[Scottish Public Pensions Agency](#)

### **ANNUAL LEAVE**

The standard annual leave entitlement for full time employees is 28 days, rising to 34 days after 5 years continuous service. Additional leave will commence in the leave year following completion of 5 years' service.

### **PUBLIC HOLIDAYS**

There are 6 fixed public holidays, designated by the SFRS for support staff.

# THE SELECTION PROCESS

## **ONLINE APPLICATION**

Please submit your CV and covering letter to [SFRS.PODVacancies@firescotland.gov.uk](mailto:SFRS.PODVacancies@firescotland.gov.uk).

## **TIMESCALES**

Date	Schedule
7 May 2024	Applications Open
26 May 2024	Applications Close
By 30 May 2024	Invites for Interview Issued
w/c 10 June 2024	Interview
By 14 June 2024	Outcomes Advised

## **SHORTLISTING**

The SFRS evaluate candidate suitability for a role by assessing your knowledge, experience and skills in relation to the criteria for the role as detailed within the Job Description.

You need to be clear and specific about your skills and experience as only the most suitable applicants will be selected for interview based on the evidence provided in the application.

## **INTERVIEW**

Applicants shortlisted will undertake a competency based interview; this may include a discussion topic/presentation on a related subject to be presented during the interview.

## **OFFER**

If successful we will issue an offer of appointment. The offer of appointment will be conditional and subject to the following pre-employment checks: -

### → Confirmation of Right to Work in the UK

In line with the Immigration, Asylum & Nationality Act 2006, all candidates applying for SFRS roles must be eligible to live and work in the UK. Documented evidence of eligibility will be requested from candidates as part of the selection process and will require to be checked and verified.

### → Medical

Candidates are either requested to attend a pre-employment medical examination or complete a pre-employment medical questionnaire; both are subject to approval from our Health and Wellbeing Team.

We expect high levels of attendance from our employees. As part of the medical process we ask you to provide details of your attendance at work in the previous year. Absences of more than 10 working days may be investigated further with due consideration given to the timescales and reasons for these absences.

### → Receipt of satisfactory references.

When completing the application form, you will be asked to include details of two referees. We recommend that you obtain the approval of any individual whose details you input into this section. If we do not receive references timeously this may affect your start date and appointment with the SFRS.

The referees should be two individuals who have known you for at least 12 months and who know you in a work capacity or can comment on your ability to carry out the role applied for. At least one of these should be from your current employer, where possible, providing you have been employed

with them for a period of at least 12 months prior to submitting your application. The referees should not be related to you in any way.

Referees will not be contacted unless a formal Offer of Employment is made.

→ Criminal Record Check

Dependent on the nature of the post, it may be necessary to undertake a criminal record check. This may be a standard, enhanced or PVG disclosure. The SFRS will pay the required fees associated with the criminal record check.

Further information on the Disclosure process can be found at [www.mygov.scot](http://www.mygov.scot).

*Should any of the above stages not be fully satisfied, the conditional offer of employment may be withdrawn or deferred for review of individual circumstances.*

### **DISABILITY**

The SFRS is an equal opportunities employer and a Disability Confident Employer. As such our selection processes are designed to promote equality of opportunity for all. We will ensure all applicants that declare a disability and/or Specific Learning Difference (SpLD), who meet the essential criteria for the post, will be invited to attend for interview.

“Essential criteria” means you must meet the essential criteria as detailed in the advert and job description. This will be specific to each role and may include a minimum level of role/grade, relevant qualifications, skills or experience, essential to the role.

As part of the application, you will be given the opportunity to specify your disability/SpLD and outline any special requirements or reasonable adjustments you require.

As a corporate parent, SFRS have also introduced a Guaranteed Interview scheme for care experienced people. Irrespective of other criteria, such as age, the disclosure of a care experienced background would automatically move an applicant from application stage to interview stage where the candidate meets the essential criteria for the role.

### **DIVERSITY MONITORING**

The SFRS values diversity in our workplace and we would encourage everyone who has the necessary skills and experience to apply.

Information given on the diversity questionnaire will be treated in strictest confidence and will be retained for monitoring purposes.

It will be kept separately from your application form and will not be made available to those involved in the selection decision.

### **CARE EXPERIENCED**

‘Care Experienced’ includes anyone who has been or is currently in care or from a looked-after background at any stage of their life, no matter how short. This care may have been provided in one of many different settings such as in residential care, foster care, kinship care or looked after at home with a supervision requirement. Please complete our online questionnaire when applying for the post confirming if this applies to you.

### **KEEPING IN TOUCH**

We aim to keep you up to date on the progress of your application. All communications will be sent to the e-mail address provided by you on your application. Please ensure that you keep your personal details updated at all times and that you regularly check your e-mail account and spam folder.