



HEAD OF PEOPLE SERVICES

BACKGROUND INFORMATION

Avon Fire & Rescue Service (AF&RS) serves the Unitary Authority areas of Bristol, Bath & North East Somerset, North Somerset and South Gloucestershire. It has 21 operational fire stations, together with offices, covering all areas, with its Head Quarters based in Portishead, near Bristol. AF&RS Control Centre, where emergency calls are handled, is situated in Lansdown, near Bath.

With an annual budget of around £50 million, AF&RS delivers a wide range of fire, rescue and community safety services across a geographic area of approximately 514 square miles with a residential population of more than one million people.

AF&RS employs over 800 staff made up of: Service Delivery including whole-time and on-call Firefighters, and staff in its Control Centre, Service Delivery Support, and Corporate Services.

This post leads the newly formed People Services Function, within the Service Delivery Support Directorate, and reports to the Assistant Chief Fire Officer (ACFO) Service Delivery Support.

The People Services Function was created in August 2024, incorporating all of our people-focussed teams in one place, to develop one strategy and improve collaboration.

The People Services functions are:

- Human Resources (HR), including Recruitment
- Wellbeing and Fitness
- Diversity and Inclusion (DICE)
- Organisational Development (OD), including Resource Planning Unit (RPU)

With effect from July 2023, UK legislation was amended to enable Fire & Rescue Services to undertake standard Disclosure and Barring Service (DBS) checks for all employees. All AF&RS posts therefore require a standard DBS check, with a few defined roles requiring an enhanced DBS check. This post is subject to a standard DBS check. These DBS checks will be renewed throughout employment.

This is a politically restricted post in accordance with the Local Government and Housing Act 1989 and the Local Government Officers (Political Restrictions) Regulations 1990. This means that, unless exemption is obtained, you are restricted from certain political activities. See our policy hub [Politically Restricted Posts \(sharepoint.com\)](#) for details.



Job Description, Core Values and Person Specification

Job Title	Head of People Services
Post Number	3423
Grade	HAY 2
Duration of Post	Open ended
Hours	37 per week
Directorate	Service Delivery Support
Unit or Team	People Services
Reports to	ACFO Service Delivery Support
Line management responsibilities	Yes
If yes, for which team/s or post/s	HR, Organisational Development including RPU, Wellbeing & Fitness and DICE
Responsibility for managing a budget	Yes (amount TBC)
Date job was evaluated	12.8.24

Purpose of Job:

Under the direction of the ACFO Service Delivery Support, to develop, establish, and lead an effective People Services Function for AF&RS.

To implement a People Strategy, ensuring alignment to AF&RS strategic objectives.

To contribute to the continuous strategic development of the function by developing and delivering outstanding people services operations, to increase engagement and support culture change.

Responsibilities and Duties:

1.	Lead, direct and support a confident, inclusive and professional People Services Function and Team to deliver a high-quality, effective and efficient customer service and activities relating to: Human Resources, Organisational Development, Recruitment, Occupational Health, Wellbeing & Fitness, and Diversity & Inclusion and incorporating Employee Relations, Leadership, Talent Management, and Resource Planning.
2.	Develop and implement a comprehensive People Strategy, in line with AF&RS strategic aims.
3.	Lead organisational development and the modernisation of people services.
4.	Improve how services are offered, through digitalisation and innovation, and building manager and employee capability.
5.	Oversee the development and implementation of robust administrative processes, tools and reporting across all stages of the employee lifecycle, applying strategic workforce planning principles, analytics and people insights to drive performance and produce better workforce outcomes.
6.	Agree and oversee wellbeing initiatives and collaboration with external organisations, ensuring that employee wellbeing underpins Service aims and objectives.
7.	Oversee the development of a comprehensive succession plan, incorporating seamless recruitment, promotion and development processes for our uniformed and professional functions, guaranteeing a clear pipeline of talented and diverse candidates.
8.	Oversee and assist in the development of our Diversity & Inclusion strategy, working with the DICE team and key stakeholders.

9.	Working in partnership with colleagues across People Services, develop and update policies, procedures and toolkits ensuring their consistent application across AF&RS.
10.	Build positive and effective relationships with Representative Bodies and Unions (e.g. FBU, Unison etc.) to create working partnerships in the development and implementation of policies and procedures relating to both national and local conditions
11.	Be a core member of AF&RS Senior Leadership Team (SLT), contributing to and influencing the delivery of the overall strategic direction for the organisation in line with its purpose and vision.
12.	Review and manage relevant external contracts including the provision of Occupational Health and Wellbeing services, and Disclosure and Barring Service checks.
13.	Facilitate continuous improvement and cultural change to achieve organisational objectives, whilst monitoring and managing risk relating to the People Services Function.
14.	Advise and facilitate the Professional Standards Board to ensure consistent management of discipline matters, continuous learning and improvement. As chairperson for the Professional Standards Board, the postholder will represent the Service at Employment Tribunals on related matters as required.
15.	Actively engage with partner Fire and Rescue Services, the NFCC best practice network and the wider public/community services to explore and maintain collaborative opportunities and embed a cycle of continuous improvement.
16.	Carry out any additional responsibilities as reasonable and appropriate, as agreed with line manager.
Special Notes or Conditions:	
1.	AF&RS requires all staff and leaders to promote equality and diversity by: <ul style="list-style-type: none"> ensuring that, both in your dealings with other employees and with members of the public, you comply with all aspects of the Service's Equality Policy and legislation that outlaws discrimination; treating members of the public and other AF&RS staff with respect, dignity and in line with the expectations determined by our Service values at all times; and taking action when witnessing an act that could be considered discrimination or harassment, challenging it and/or raising with managers.
2.	This role is based at Police and Fire Headquarters. Although you are based at a specific location, for efficiency or other business reasons we may require you to travel to and/or work from any base within AF&RS service area or work from home, for which we will pay allowances where appropriate.
3.	Police and Fire Headquarters is a secure site and therefore appointment to this post may be subject to passing the required vetting process.
4.	Many posts in AF&RS are hybrid-working with the facility to work from home and from an AF&RS work-base. Your manager will confirm if this applies to this post.
5.	Your job may involve working out of normal office hours, for which mutually agreed compensatory time-off will be given.
6.	Your job may involve you dealing with highly confidential and sensitive information. It is essential that you ensure this information is held and processed securely and that you act with tact and discretion at all times and comply with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Confidentiality must be maintained, even after leaving this post or AF&RS employment.
7.	You should maintain an awareness of environmental regulations in relation to the remit of your role. All employees have a responsibility to carry out their duties in an environmentally-conscious way and to actively support AF&RS's Environmental Strategy, Policy and objectives.
8.	You must ensure you maintain an awareness of Health and Safety Regulations relevant to the duties and tasks you carry out and report any situations or incidents which could be

	considered hazardous. You have a responsibility for your own safety and must not endanger that of colleagues/visitors in the workplace or the public.
9.	There may be times when you are required to wear specific clothing suitable to the type of work you are undertaking. This may include AF&RS branded corporate clothing (for example when representing AF&RS externally), or protective clothing for the work being carried out, as deemed appropriate by your line manager.
10.	All AF&RS posts require a standard DBS check, with a few defined roles requiring an enhanced DBS check. This post is subject to a standard DBS check. These DBS checks will be renewed throughout employment.
11.	This is a politically restricted post in accordance with the Local Government and Housing Act 1989 and the Local Government Officers (Political Restrictions) Regulations 1990. This means that, unless exemption is obtained, you are restricted from certain political activities. See our policy hub Politically Restricted Posts (sharepoint.com) for details.

Avon Fire & Rescue Service Core Values

AF&RS expects all employees to accept and work to our Core Values during the course of their employment. These Values require us all to be:

- Respectful
- Honest
- Courageous
- Ambitious
- Inclusive
- Transparent

In addition to our Core Values, all employees should accept and work to the National Fire Chiefs Council Core Code of Ethics:

- **Putting our communities first** – we put the interest of the public, the community and service users first;
- **Integrity** – we act with integrity including being open, honest and consistent in everything we do;
- **Dignity and respect** - we treat people with dignity and respect, making decisions objectively based on evidence, without discrimination or bias;
- **Leadership** – we are all positive role models, always demonstrating flexibility and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards;
- **Equality, diversity and inclusion (EDI)** – we continually recognise and promote the value of EDI both within the FRSs and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality foster good relations and celebrate difference.

Signed confirmation that this Job Description accurately reflects the requirements of the job

Job Holder's Manager		Date	
Signed agreement to carry out the responsibilities of this Job Description, and of acceptance of Avon Fire & Rescue Core Values:			
Job Holder		Date	

Person Specification

Job Title	Head of People Services			
Post Number	3423			
Grade	HAY 2			
Qualifications, knowledge, experience, skills and personal attributes required for the job:				
	E=Essential D=Desirable	Measured by: A = Application T = Test I = Interview		
		A	T	I
Qualifications/Knowledge				
CIPD Minimum Level 7 Qualification or equivalent experience in a similar role with evidence of ongoing professional development.	E	X		
Solid understanding of UK employment law and an ability to apply it in the Fire Service environment (or equivalent organisation).	E	X		X
Thorough and up to date knowledge of HR/People best practice, current thinking and developments.	E	X		X
An appropriate leadership qualification (such as ILM).	D	X		
Membership of an appropriate professional body.	D	X		
Experience				
Experience of leading change in a unionised environment.	E	X		X
In-depth HR and Organisational Development experience, demonstrating creativity and a diverse range of skills which deliver high impact solutions through successful partnerships with line managers and trade unions.	E	X		X
Extensive experience of managing, analysing and presenting workforce data and insights.	E	X		X
Experience of writing and presenting board/committee reports.	E	X	X	
Experience of working for a fire and rescue service, other emergency service, or public sector organization.	D	X		
Skills				
Leadership skills to guide and steer discussion in order to achieve objectives and promote best practice.	E	X		X
Ability to confidently articulate HR/People issues to internal staff and external stakeholders both in writing and verbally.	E	X	X	
Excellent people skills and ability to build relationships and communicate effectively at all levels with a focus on influencing, networking and collaboration.	E	X		X
A collaborative senior team member, who actively listens and builds upon others' opinions; flexible in own approach, open to and acting upon feedback.	E	X		X
Calm in challenging and changing circumstances; flexible, friendly and helpful.	E	X		X

Able to drive with a current driving licence, or ability to arrange suitable alternative transport to travel to various work locations.	E	X		
Personal Attributes				
Willingness to accept and work to our Core Values during the course of employment.	E	X		X
Adaptable with a flexible approach to work, to meet business needs.	E	X		X
Able to work effectively both individually and as part of a team.	E	X		X
Professional in conduct.	E	X		X
Strong stakeholder ethic with customer orientated approach.	E	X		X
Committed to undertake relevant training and continuous professional development opportunities.	E	X		X