

Service Document Standard Form:**Role Profile****People and Culture Officer**

Linked documents: Job Evaluation Guidance Note

| ROLE DETAILS: | |
|------------------------|----------------------------|
| Role Title: | People and Culture Officer |
| Grade: | Scale J |
| Service area: | Human Resources |
| Responsible to: | Head of Human Resources |

| PURPOSE OF THE ROLE: <i>Why the role exists and what it has to achieve</i> |
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| <p>The role will champion, support and promote equality, diversity and inclusion (EDI) within Buckinghamshire Fire and Rescue Service (BFRS), in line with the Public Safety Plan / Community Risk Management Plan, HMICFRS recommendations and improvement plans, People Strategy, legislative requirements and best practice.</p> <p>The post holder will provide expert advice, training and guidance as well as co-ordinating delivery and implementation of policies, practices and action plans on a day-to-day basis, which promote and increase the diversity of the workforce and embed a culture of inclusion.</p> <p>This role will be instrumental in driving culture change through awareness raising and challenging existing practice and process where appropriate and embedding effective practices in the way we work and behave, in addition to developing and implementing appropriate training, communications and processes to increase awareness and understanding of inclusion and promote increased diversity within the service.</p> |

| DIMENSIONS OF THE ROLE: <i>The key statistics associated with the role</i> |
|---|
| <p>Financial (direct or non-direct):</p> <p>No direct budget however the post-holder will have access to the HR and EDI budgets for EDI activities.</p> <p>Staff responsibilities (direct or non-direct):</p> <p>The post does not have direct line management responsibilities. However, the post-holder will be required to co-ordinate and collaborate with managers at all levels across the Service.</p> |

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Any other statistical data:

Involvement with internal reporting of HR and EDI related information as appropriate.

To produce regular reports to governance boards as appropriate.

To analyse data provided through engagement with internal stakeholders and different EDI related events, identifying trends and generating reports as appropriate.

PRINCIPAL ACCOUNTABILITIES: *What the role is accountable for and required to deliver*

- Champion EDI within BFRS ensuring, in conjunction with Senior Management Team (SMT), that the Fire Authority and BFRS deliver their statutory responsibility to promote equality and diversity.
- Develop, deliver and maintain the annual EDI data objectives and underpinning Action Plan, with support from colleagues as necessary.
- Establish the EDI Strategic Oversight Board to further the EDI agenda for the Service, presenting reports and providing advice, guidance and information as required.
- Partner with colleagues across the Service and sector as well external networks to identify opportunities for more efficient and effective EDI practice.
- Develop solutions which ensure the Service complies with legislation and best practice and which supports cultural change, managing voluntary support to assist with project work as required.
- Develop and deliver face to face training and learning opportunities, inputting on EDI topics as required across all levels of the Service, including induction for new starters and e-learning packages. Deliver EDI training to Support Services and Operational employees to ensure EDI is embedded into everything the Service does.
- Assist in analysing organisational training and development needs in respect of inclusion and diversity issues.
- Develop relationships with internal and external partners, agencies and organisations with the aim of working together and improving the Service's understanding of inclusion.
- Work with the Workforce Planning Group and internal stakeholders to devise innovative initiatives to attract, retain and promote a diverse workforce across our communities with a focus on under-represented groups.
- Support the development of staff networks. Provide guidance and structure once established to enable staff networks to be pro-active groups which align with the service's strategies and are utilised across the Service.

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- Giving advice to employees and managing the established Equality Impact Assessment process, supporting and constructively challenging and maintaining an accurate EqIA register.
- Identify external trends, research and best practice which may increase inclusion within the Service.
- Maintain an awareness of existing, forthcoming and proposed legislation relating to equality matters, providing a valid interpretation on current legal and employee relations issues that have equality implications e.g. Equality Act 2010 Technical Guidance.
- Develop an annual EDI Communications campaign and manage the events calendar; researching and producing content including guidance documents, resources and internal news articles. Advise on social media content; maintain and update the "Valuing our Diversity" intranet pages. Ensure all EDI related activities are communicated effectively, understood and reach all employees in the Service.
- Produce and monitor equality and diversity related statistics as requested, or in order to inform future direction and action plans.
- Review the Service's workplace, policies and procedures, ensuring these are legally robust and inclusive.
- Review, draft and prepare policy/procedural documentation for presentation and consideration by senior managers. This will include review and update of equality objectives and equality information in accordance with the Equality Act 2010 Public Sector Duty, as well any associated action plans.
- Support the collection, analysis and publication of key performance data in respect of EDI monitoring and produce reports and influence decisions as required.
- Support the setting up of a People / Culture dashboard, and ensure data is accessible, timely and utilised to evidence decisions.
- To participate in relevant Groups and Committees representing the Service aims as directed by the Head of Human Resources. This may include regional, national and local working.
- To research and provide information on surveys, reviews, publications, reports and local government standards by the preparation and interpretation of statistics, trends and other information relating to diversity, equality and fairness in employment.
- Undertake work to achieve and maintain external accreditations such as the Disability Confident scheme and ENEI Tidemark.
- Work collaboratively with Human Resources colleagues and others to develop appropriate initiatives to increase the diversity of job applicants and monitor effectiveness.
- Work with Human Resources to ensure values and behaviours form part of the

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recruitment and selection processes and that staff across the Service have demonstrated understanding and alignment with the Service culture and values.

- Write and present papers to internal and external decision-making bodies and forums, including quarterly reporting, SMT and other forums as required.
- Review policies in support of the EDI agenda, including development of new policies to address gaps where identified.

DECISION MAKING:

Make decisions:

To use professional judgement to make decisions and make recommendations on the various projects involved with

Significant say in decisions:

To promote, suggest and implement improvements to working practices, systems and to personal and organisational performance.

CONTACT WITH OTHERS: *The frequent contact the role holder has with others and for what purpose*

Internal:

- Establish and maintain effective working relationships with colleagues at all levels across the Service.

External:

- Other Fire and Rescue Services
- Local Government Association
- Responsible for networking with other services and private sector organisations to be able to inform internal processes and undertake benchmarking activities.
- Asian Fire Service Association
- National Fire Chiefs Council
- Other national networking forums to identify good practice

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PERSONAL REQUIREMENTS:

- To support the effective implementation and embedding of equality, diversity and inclusion
- To contribute to the development and implementation of relevant policies and procedures
- To participate in a programme of continuous personal and professional development relevant to the role
- To demonstrate conduct and behaviours in accordance with the Service policies, values and norms
- To comply with the Service's aims, organisational values and behaviours and their impact on this post
- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information
- To ensure all aspects of health and safety are adhered to. Ensuring that all employees, visitors, contractors etc. within the area are following statutory requirements and Service policies and procedures
- The Service is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach employees as required
- Attend meetings as required and submit information in appropriate formats as required
- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service

REQUIREMENTS: Essential Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- Educated to GCSE level or equivalent in Maths and English
- Degree level education or equivalent and / or extensive experience within the specialist EDI field

Experience:

- Evidence of implementing EDI strategies, plans, policies, interventions and processes in line with legislation, national policy and organisational strategy across the range of equality issues and protected characteristics.
- Experience of shaping, designing and delivering EDI training

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- Experience of implementing and delivering successful partnership working with both internal and external partners
- An awareness of current political, cultural and social issues and how to handle challenges and barriers to minimise discrimination, exclusion and bad practice.
- Experience of researching, writing and delivering documentation and their supporting policies, practices and action plans
- Experience of developing innovative solutions including the development of proposals for policy and procedural development contributing to planning, including an understanding of skills needed in equality and diversity policy and research.
- Experience of managing projects/programmes
- Experience of advising on EDI matters and conducting Equality Impact Assessments.
- Experience of creating and delivering training/awareness programmes on diversity and inclusion.
- Worked within an organisation that has experienced/is experiencing a strong change agenda and evidence of assisting in the influence of change.

Skills:

- Excellent written and oral communication skills, which include the ability to communicate and present to a variety of audiences at all levels, write reports, business cases and develop training material.
- Ability to build credible relationships with internal and external parties/stakeholders regarding inclusion issues.
- Ability to influence colleagues by commanding professional and personal respect.
- Problem solving and analytical skills to assess data and make recommendations for improvement.
- Able to prioritise work to meet deadlines and organise a busy work schedule.
- Computer literate and able to use electronic office systems including Microsoft Office (Word, Excel, PowerPoint) and databases.
- Able to think innovatively, leading and motivating others in equality and diversity issues.
- Ability to look ahead and anticipate equalities implications.
- Ability to liaise effectively with all levels of staff, partners and others, displaying cultural sensitivity.

Knowledge:

- Extensive knowledge of Equality and Diversity legislation and relevant Technical Guidance
- Working knowledge and understanding of diversity & inclusion theory, legislation and policy and extensive experience of their application in large and complex settings.

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- Knowledge of the current issues in EDI.

Other

Ability to travel to other locations within the county of Buckinghamshire and Milton Keynes

REQUIREMENTS: Desirable Criteria

Qualifications & Training:

- Degree or Management qualification/s
- Membership of continuous development body
- Training qualification

Experience:

- Public sector experience
- Experience of designing and delivering training packages for wide ranging and multi-disciplinary audiences
- Experience working within an HR, OD or EDI function in a specialist advisory role

Knowledge:

- Extensive knowledge of the practical application of Equality and Diversity policies and procedures in a large, diverse organisational working environment
- Evidence of research experience gained through work or study.

Other

- Full UK valid driving licence

ANY ADDITIONAL INFORMATION: *Information relevant to the role.*

The post holder will be expected to have a flexible approach to work, possessing a high level of integrity, honesty, reliability and confidentiality.

This role profile will be supplemented by annual target-based outcomes, which will be developed in conjunction with the role holder. It will be subject to regular review and the Service reserves the right to amend or add to the content listed above.