

Service Document Standard Form:

Role Profile

People Partner – Workforce Development

Linked documents: Job Evaluation Guidance Note



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ROLE DETAILS:

Role Title:	People Business Partner – Workforce Development
Grade:	Scale J
Service area:	People Directorate
Responsible to:	Head of People Services

PURPOSE OF THE ROLE: *Why the role exists and what it has to achieve*

The People Business Partner for Workforce Development will be instrumental in developing the direction of the people manager training and coaching and mentoring agenda for the Service. They will be responsible for challenging the status-quo and for designing, implementing, and managing a comprehensive programme that equips managers with the skills and tools necessary to excel in their people management responsibilities. This role ensures that managers are held accountable for their performance in managing their teams and fostering a positive, productive work environment.

This role plays a key part in shaping and delivering a people manager training and coaching and mentoring proposition that supports workforce engagement and performance. They will be responsible for creating, implementing, and managing a comprehensive coaching and mentoring proposition that supports employee development and fosters a culture of coaching across the Service. This role involves working closely with leaders, managers, and employees to promote coaching practices that enhance performance, engagement, and career growth.

The postholder will take ownership of projects, taking accountability for delivering this within the Service, for developing our people offering and ensuring there is a holistic approach to workforce development that aligns to our strategy and values.

DIMENSIONS OF THE ROLE: *The key statistics associated with the role*

Financial (direct or non-direct): No direct budget however the post-holder will have access to the People Directorate budgets for training activities.

Staff responsibilities (direct or non-direct): 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.

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Metrics and Reporting: Monitor and report on key metrics related to coaching and mentoring, including program participation, effectiveness, and impact on performance. Monitor key metrics related to staff development, including training effectiveness, employee progress, and ROI. Draft and present regular reports to governance boards as appropriate.

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

Coaching & Mentoring Proposition - Key Responsibilities:

- **Coaching and Mentoring Strategy:** Develop and execute a proposition for coaching and mentoring that aligns with the service's Promise, Core Values and Behaviours and promotes a culture of continuous improvement.
- **Programme Development:** Design, implement, and manage coaching and mentoring programmes, including identifying and procuring the training for coaches and mentors.
- **Culture Building:** Foster a culture of coaching by promoting coaching practices, providing resources, and encouraging a coaching mindset across the service.
- **Training and Development:** Procure training that provides sessions and workshops to equip managers and employees with coaching skills and techniques.
- **Performance Support:** Provide coaching support to managers to enhance performance, address challenges, and achieve professional goals.
- **Mentorship Initiatives:** Create and manage mentorship programmes that connect employees with experienced mentors for staff development.
- **Employee Engagement:** Implement initiatives to increase employee engagement and retention through coaching and mentoring opportunities.
- **Best Practices:** Stay updated on best practices professionally (CIPD) and within the sector, in coaching and mentoring and integrate them into the service's proposition.
- **Compliance:** Ensure all coaching and mentoring activities comply with relevant laws, regulations, and service policies.

People Manager Programme - Key Responsibilities:

- **Programme Development:** Design and implement a People Manager Programme that includes training, resources, and tools to support managers in their roles.
- **Training and Workshops:** Conduct training sessions and workshops to enhance managers' skills in leadership, communication, performance management, and employee engagement.

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- **Performance Management:** Support the performance management process by providing coaching and guidance to managers on setting goals, providing feedback, and conducting performance reviews.
- **Absence Management:** Support the absence management process by providing coaching and guidance to managers on attendance management, monitoring employee absences, and following recording processes effectively and efficiently.
- **Staff Development/Talent Management:** Collaborate with the Organisational Development team to assist managers with identifying and developing high-potential employees and future leaders. Empower managers to have confidence in discussing career development initiatives, including development routes, succession planning, and career pathing.
- **Employee Relations:** Support the employee relations process by providing coaching and guidance to managers on addressing workplace issues, resolving conflicts, and fostering a positive work environment.
- **Continuous Improvement:** Promote a culture of continuous improvement by encouraging managers to seek feedback, engage in self-development, and apply best practices in people management.
- **Collaboration:** Work closely with key stakeholders/subject matter experts to align the People Manager Programme with the service's Community, Risk Management Plan and Annual Delivery Plan.

DECISION MAKING:

Make decisions: To use professional judgement to make decisions and make recommendations on the Coaching and Mentoring Proposition and People Manager Programme.

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.

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- CIPD
- National Fire Chiefs Council
- Other national networking forums to identify good practice

PERSONAL REQUIREMENTS:

- To participate in a programme of continuous personal and professional development relevant to the role
- 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
- To support the effective implementation and embedding of relevant policies and procedures
- To support the effective implementation and embedding of equality, diversity and inclusion
- To share the Service's commitment to safeguarding and promoting the welfare of children and vulnerable adults
- 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

Behaviours we are looking for:

- **Professional:** Upholds integrity, compassion, and respect. Values diversity and advocates inclusiveness
- **Connected:** Personable with strong communication skills. Builds meaningful relationships and manages stakeholders effectively
- **Empowering:** Supports team success, celebrates achievements and fosters a collaborative environment
- **Ambitious:** Creative problem solver who embraces new technology. Proactive and able to juggle multiple projects

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

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- Degree level education and/or extensive experience within the learning and development field.
- Award in Education and Training (AET) (PTLLS) or prepared to achieve
- Level 5 Coaching or equivalent level of experience

Experience:

- Minimum of 5 years of experience in HR, with a focus on coaching, mentoring, and workforce development
- Experience of implementing and delivering successful partnership working with both internal and external partners
- Training Procurement
- Coaching and supporting managers
- Working with people in a teaching/training or adult education environment
- Demonstrates the ability to work confidently within a team and to interact with individuals in a friendly, courteous manner and is tolerant in their approach

Skills & Knowledge:

- Strong interpersonal and communication skills
- Ability to design and deliver development programmes
- 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.
- Analytical skills to measure and report on programme outcomes
- Excellent problem-solving skills
- Worked within an organisation that has experienced/is experiencing a strong change agenda and evidence of assisting in the influence of change
- Possess excellent planning and organisational skills
- Openness to change and actively seeks to support it
- Ability to work to time-sensitive deadlines and attention to detail
- Excellent influencing, consultation and communication and customer service skills
- Able to work on own initiative and without direct supervision confidently
- Decision making
- Project management
- Able to prioritise work to meet deadline and organise a busy work schedule

Other

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

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REQUIREMENTS: Desirable Criteria

Qualifications & Training:

- CIPD Level 3 Diploma in Learning and Development
- 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 or OD function in a specialist advisory role
- Fire Service / Local authorities

Skills & Knowledge:

- Evidence of research experience gained through work or study.
- Networking skills

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 objectives, 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.