

Person Specification

Post Title:	People Services Assistant		
Directorate:	People and Organisational Development		
Location:	Service Headquarters		
Grade:	D	Date:	September 2026

NFCC Leadership Framework Level: Leading Yourself

	Requirements: E = Essential D = Desirable	E/D	Measure (see below)
Knowledge and Experience			
<i>Personal Impact</i>	Demonstrates the ability to remain calm under pressure and respond to situations with emotional intelligence.	E	1,3
	Experience of communicating effectively at all levels including senior management.	E	1
<i>Service Delivery</i>	Experience of delivering exceptional customer service and understands/identifies the necessary requirements to achieve this.	E	1,3
	Experience of working in a pressurised environment, where priorities can change.	E	1,3
	Displays an understanding of a public sector organisation and how it interacts with the community it serves.	D	1
<i>Organisational Effectiveness</i>	Experience of working with and knowledge of HR policies and procedures spanning the employee lifecycle.	D	1
<i>Job Specific</i>	Demonstrates an understanding of the key tasks of an administration role and their purpose.	E	1,3
	Experience of taking minutes or note taking using a computer during meetings/lectures.	E	1,2
	Experience of working with and accurately entering data onto HR Systems.	D	1
Equality and Fairness			
<i>Minimum requirement Particular EO requirement for the post</i>	Sound knowledge of and commitment to Equality, Diversity & Inclusion.	E	1,3
<i>This is law and part 7 of the Code of Practice on the English language requirements for public sector workers.</i>	The ability to converse at ease with members of the public and provide advice in accurate spoken English.	E	1,2,3
Qualifications and Training			
<i>Academic Professional</i>	CIPD level 3 or equivalent experience or working	D	1

<i>Job related Vocational</i>	towards a professional qualification.		
Skills			
<i>Personal Impact</i>	Challenges inappropriate behaviour and promotes an inclusive environment.	E	1
<i>Outstanding Leadership</i>	Takes responsibility for own actions	E	1,3
	Experience of collaborating with others to achieve tasks, recognising the role each team member plays and adapts own style, or adopts a specific approach, to achieve a successful outcome.	E	1,3
<i>Service Delivery</i>	Highly developed organisational skills to balance competing priorities and to meet deadlines.	E	1,2,3
	Ability to independently follow verbal or written instructions, procedures, and guidelines for the role.	E	2,3
<i>Organisational Effectiveness</i>	Ability to come up with new ideas and demonstrates a methodical approach to implementing and reviewing them.	E	3
	Demonstrates continued professional and/or personal development, always seeking to achieve the best possible outcome, and has the resilience to maintain motivation.	E	1,3
	Identifies how systems can be used to improve business processes.	D	1
<i>Job Specific</i>	Demonstrates competence in a range of office applications (software).	E	1
Other			
Must be willing to undertake a criminal record check.		E	4
Must be able and willing to travel to Fire Service locations in Leicester, Leicestershire and Rutland and where applicable hold the relevant car insurance to do so.		E	1,4

Measures

1 = Application Form

2 = Testing

3 = Interview

4 = Other (e.g.: DBS Check/Certificates)