

Job Description

Post Title:	People Services Assistant		
Directorate:	Service Support - People and Organisational Development		
Department:	People		
Location:	Service Headquarters, Birstall		
Grade:	D	Date:	October 2026

Responsible To:	People Service Team Leader
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Liaison With:	The post holder will be required to establish and maintain relationships with a wide range of people including Authority Members, Senior Managers and Employees.
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Purpose of Job: To undertake transactional people processes and procedures to ensure the effective delivery of People Services. Provide first line advice to managers and employees on People policies, procedures and processes, escalating complex or sensitive issues and concerns where applicable. To support the People Partners in the delivery of People initiatives. To support the wider People team in the delivery of People services to achieve the People Strategy and the People Plan.

Main Activities, Duties and Responsibilities:

1. Operate as a People Services Assistant, providing accurate and relevant advice, guidance, management information and support to the organisation and its Managers and People Partner Team on the broad range of People topics.
2. Develop and apply continuous process improvement in line with the strategic direction of People and the organisation, as guided by Senior People colleagues, and the People Partner Team, for the benefit of its customers and stakeholders.
3. Travel to LFRS locations to improve visibility and administrate Disclosure and Barring Service checks on a monthly basis.
4. Manage and progress all aspects of transactional People activities related to the employee lifecycle, utilising relevant internal and external systems (e.g.: Firewatch, recruitment portal, disclosure systems etc.).
5. Administrate and advise on all aspects of recruitment and selection in response to organisational requirements (such as new appointments and agency assignments etc.), planning, coordinating and progressing campaign administration and support.
6. Ensure up to date information is accurately maintained on relevant systems to meet the needs of the department and the Service.
7. Build and maintain effective stakeholder relationships with POD customers, People Partners and promote effective employee relations with employees.
8. Provide administrative assistance for the overall People function, in respect of general processes (for example, note taking at discipline, grievance and absence hearings, and other meetings) as directed by the People Service Team Leader and Head of People.
9. Maintain a professional level of customer service response, enabling stakeholders and promoting high levels of service delivery.
10. Work with management information, and data analytics to enhance and improve attendance management, workforce planning and other People initiatives, increasing the effectiveness of the Service.
11. Ensure that all tasks associated with this post are carried out to clearly reflect Leicestershire Fire and Rescue Service's Equality and Diversity policies.
12. Maintain compliance with Leicestershire Fire and Rescue Service's Health and Safety policies at all times.
13. Undertake to carry out any such duties, as may from time to time, be agreed and directed by the Assistant Chief Fire & Rescue Officer, which are commensurate with the grade.

Special Features

To promote, uphold and act in accordance with the Service values:

- ✓ Professional – competent, reliable, respectful
- ✓ Positive – constructive, confident, enthusiastic
- ✓ Honest – truthful, trustworthy, fair

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual job will change, and existing duties may be lost or others gained without changing the general character of the duties or the level of responsibility entailed. As a result, the Authority will expect this job description to be subject to revision.

Additional Information for Job Evaluation

Budget Directly Responsible For:	N/A
Budget Indirectly Responsible For:	N/A
Number of employees Responsible For:	N/A
Qualifications and Experience Required:	CIPD level 3 or equivalent experience or working towards a professional qualification.