

ROYAL BERKSHIRE FIRE AND RESCUE SERVICE

Job Profile Green Book [F600]

Job Title	Process Improvement Adviser		
Post Reference		Temporary/Permanent	FIXED TERM
Grade	4	Hours	37
Reports to	Senior HR Adviser Service Provision		
Line Management responsibilities (Direct and Indirect)	None		
Directorate/ Department	HR and L and D		
Location	Headquarters, Newsham Court		
Politically restricted	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	
Level of DBS Check Required	<input checked="" type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input type="checkbox"/> Enhanced (with barred Child) <input type="checkbox"/> Enhanced (with barred Adult)		
Safeguarding Level Required	<input checked="" type="checkbox"/> Level 1 <input type="checkbox"/> Level 2		

Main Purpose of the Job

The role of the HR Process Improvement Adviser will be to review how HR and payroll tasks are currently done and finds ways to make them simpler, more efficient and more accurate. The role focuses on improving processes by working with others in the HR team and the wider service to better use technology, automation, and data. The role involves analysing workflows and data, identifying where things can be improved, and helping to design and implement better ways of working.

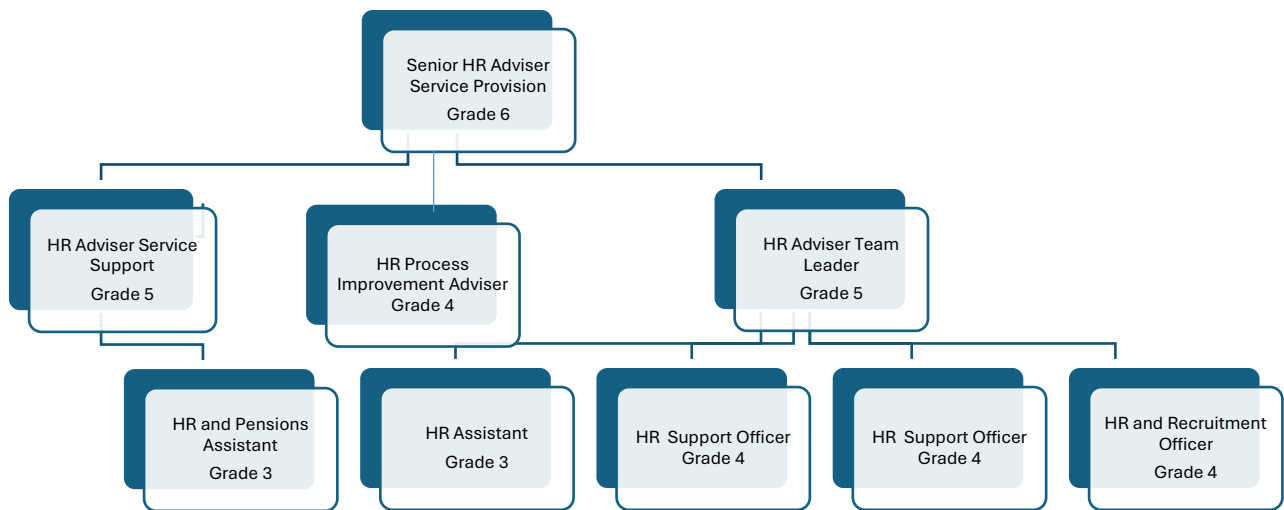
Initially the focus of the role will be embedding the new payroll system within the team and working with the project team on prioritised process reviews/improvements.

The goal is to ensure HR and payroll processes are efficient, consistent, necessary and aligned with the needs of the service.

Examples of Process Improvements

- Identifying and prioritising key areas of process improvement that can make a significant process improvement/efficiency in a short space of time
- Automating repetitive HR workflows (e.g. starter and leaver processes).
- Streamlining input processes to reduce manual data entry and errors.
- Redesigning forms, checklists and templates to make them clearer, simpler, and easier to complete.
- Reviewing standardised HR procedures to ensure consistency across teams.
- Improving data quality checks within Firewatch or Zellis to ensure accurate reporting.
- Mapping end-to-end HR processes to identify delays, duplication, or unnecessary steps.

Organisational Structure



Key Responsibilities and Deliverables:

- Support project work including the payroll project phase two improvements and benefits realisation work.
- Work with HR and payroll systems to identify improvements that streamline processes, reduce manual intervention, and enhance the employee and manager experience.
- Analysis of data to recommend better ways of working, better use of resource and improvements.
- Review the work undertaken and to further consider the mapping of HR and payroll processes to identify opportunities for simplification, consistency, and better integration across the employee lifecycle.
- Collaborate with ICT and system suppliers where needed to support the development and implementation of system changes, ensuring they align with HR service priorities.
- Ensure data integrity, compliance, and good information retention practices are built into all HR and payroll processes.

Undertake Equality Impact Assessment for changes where necessary and consult change with the wider team and service with support from Manager.

- Monitor issues that affect HR system performance and support problem solving in partnership with HR colleagues and ICT teams.
- Act as a key link between HR and ICT, to ensure process changes are scoped and planned.
- Ensure compliance with data protection legislation and maintain high standards of data quality across HR records and systems.

Person Specification

Qualifications and training	On recruitment	After Training
A Levels or equivalent level of education	X	
Competent in Firewatch Database (RBFRS HR System)		X

Knowledge, skills and experience	On recruitment	After Training
Excellent working knowledge of 365 Microsoft Office packages and automation tools	X	
Experience using HR systems	X	
Proficiency in data analysis, reporting tools, and process-mapping	X	

Ability to support workflow design within HR and payroll systems.	X	
Ability to create dashboards, reports, or automated alerts.	X	
Experience of transactional HR work activity		X
Excellent communication skills both written and verbal	X	
Excellent attention to detail	X	
Ability to prioritise and organise workloads	X	
Ability to analyse and interpret data	X	
Ability to work with various software and systems	X	

Other Requirements
 Ability to travel to other locations within the county of Berkshire
 Flexible approach to working hours and attendance and ability to attend meetings out of hours on occasion.

RBFRS Behaviours	
<p>The Behavioural Competency Framework outlines the standards that we already hold ourselves to and sets out the behaviours that are associated with our core values. These have been divided into three levels in the organisation based on the role an individual is performing - Leading Self, Leading Others and Leading the Service. This level this role operates is Leading Yourself</p>	
Leading Yourself (Behaviours for Everyone)	
Safe	We are a service where our health, safety and wellbeing is a shared responsibility. Speaking up, looking out for each other, and holding high standards are how we keep our people and communities safe.
Supportive	We are a service where support isn't just about words, it's about action. Looking out for each other, sharing knowledge, and working together make us stronger.
Inclusive	We are a service where inclusion is a shared responsibility. It's not about making everyone the same, it's about making sure everyone feels like they belong, is treated fairly and has a voice. Inclusion happens through everyday actions, not just policies.
Leading Others (Behaviours for those who Manage/Influence Others)	
Safe	We set the tone for a safe and professional environment. Whether we lead a team directly or influence others across the service, we create an environment where people feel confident speaking up, take responsibility, and support each other to maintain a working environment that feels safe for all.
Supportive	We create a working environment where people feel supported practically, emotionally and in their development. Whether leading a team or influencing others, we create supportive places and encourage personal and professional development.

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Inclusive	We create a working environment where everyone is valued, respected, and able to contribute. Inclusion isn't just about policies, it's about what we do every day. We take responsibility for leading in a way that lets people know they belong.
Leading the Service (Behaviours for those in Senior Management Positions)	
Safe	The way we lead, the decisions we make, and the culture we shape, result in everyone feeling safe to do their best work. Safety isn't just about policies and procedures; it's about building trust and the confidence to speak up and act.
Supportive	We lead in a way that strengthens our service for the long term, supporting our workforce and the communities we serve. How we lead shapes the conditions for people to thrive and the impact we have beyond our own teams.
Inclusive	As senior leaders, we set the standard and remove the barriers. People's experience of our service is shaped at the top. The way we lead determines whether inclusion is something people feel in their day-to-day, or just something we talk about. It's our job to make sure it's real, measurable, and built into how we operate.

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Post holder name:		Signature:	
		Date:	