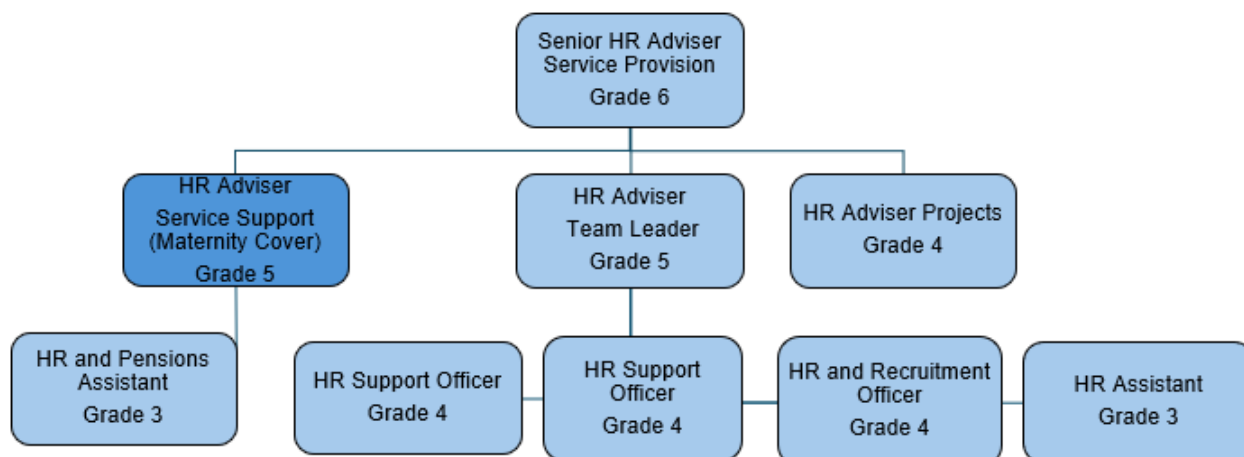


Job Title	HR Adviser (Service Support) MATERNITY COVER		
Post Reference	NESS HRLD HR HRASS	Temporary/Permanent	Temporary 12-month
Grade	5	Hours	37
Reports to	Senior HR Adviser Service Provision		
Line Management Responsibilities (Direct and Indirect)	1 Direct report		
Directorate/ Department	Corporate Services 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			
<p>To deliver and continuously develop efficient HR services to Royal Berkshire Fire and Rescue Service (RBFRS) by providing high-quality advice, operational support and project delivery in line with the HR and EDI Service Plan.</p> <p>The role will support RBFRS on various HR areas and organisational projects including those related to pay and pensions. The role will review, develop and advise on employment processes in line with legislation, organisational need and best practice, as well as acting as HR Adviser for employment cases.</p> <p>The role will manage the day-to-day relationship with the payroll provider and pensions administrator.</p>			

Organisational Structure



Key responsibilities and Deliverables

Payroll and Pensions

Manage the day-to-day operational relationship with Zellis, the third-party payroll provider, West Yorkshire Pension Fund (WYPF) and the Royal Borough of Windsor and Maidenhead (RBWM) Pension Fund for the Local Government Pension Administrators.

Ensure robust mechanisms are in place to monitor contract delivery, including quality, performance, activity levels, and overall compliance with Service Level Agreements (SLAs) and contractual requirements.

Provide regular reporting and feedback on payroll service performance to the Senior HR Adviser – Service Provision.

Ensure all monthly and annual payroll actions are completed accurately and on time.

Provide payroll information and evidence to support both internal and external audit processes.

Manage the third-party and HR processing of payroll, ensuring that overtime, sick pay, temporary promotions, transfers, pay awards, salary sacrifice etc, are accurately paid by ensuring that the team have guidance and training. Carry out appropriate pay checks in line with responsibilities.

Ensure that the standard letters and checklists, contract documents and templates support identified procedures, and that individuals identified to lead in these areas are confident in their responsibilities.

In conjunction with Finance, carry out appropriate checks to ensure the integrity of data and that payments made pass the test of accuracy.

To complete HMI returns, regular payroll reporting and any statutory returns as required.

Advice and Operational Support

Advise managers and employees on pay, pensions and HR systems matter within agreed parameters, applying appropriate professional judgement based on experience, knowledge and organisational policy. Work with the HR team to ensure understanding of contractual pay elements, providing training periodically or as required.

Team Development

Support the Senior HR Adviser - Service Provision and the HR Adviser Team Leader in the management and development of the HR team.

HR Advice, Projects, Pensions

Act as HR Adviser on a range of projects, including those relating to pensions.

Manage pension calculations and liaison with members regarding issues. Gather information, investigating and maintaining information related to Internal disputes, individual project logs (Remedy/Matthews) and abatement. Provide information / Data to third parties such as LGA as necessary.

Coordinate and manage all data for pension casework. This includes communication with various stakeholders, ranging from employees, managers and Finance to external administrators.

Be responsible for data management that will inform pensions. Leading and managing the HR and Pensions Assistant in the delivery of HR, payroll and pension activities, ensuring that the quality and consistency of the service is delivered.

Review, develop and improve employment and HR processes in response to changes in legislation, organisational requirements and best practice.

Research and implement changes as a result of legislation and best practice and assess the organisational and people impact of any change. To write and amend processes to reflect changes in policy and consult with the HR Team, unions and management on these changes.

To provide advice and guidance on pay, policy, discipline, grievance and performance management issues and act as an adviser during investigations, hearings and case review meetings as appropriate.

To interpret the various national and local conditions of service for all employees and alter manuals, guidance, and process based on any changes to these.

Person Specification

Qualifications and training	On recruitment	After Training
Have or working towards level 5 Intermediate CIPD qualification or equivalent	x	
A levels or equivalent qualifications	x	

Knowledge, skills and experience	On recruitment	After Training
Strong communication skills	x	
Proficient in Microsoft Office, including forms, tables and spreadsheets	x	
Able to prioritise and organise work	x	
Able to coach and develop others	x	
Able to interpret and advise on legal, contractual and regional documents	x	
Tact and diplomacy	x	
Able to defuse difficult situations	x	
Time management	x	
Excellent accuracy and attention to detail	x	
Logical and investigative skills	x	
Works independently and as part of a team	x	
Proficient in FireWatch (RBFPS HR system)		x
Proficient in SharePoint		x
Proficient in payroll systems		x
Knowledge of employment law	x	
Knowledge of RBFPS policies and procedures		x
Knowledge of Firefighter and Local Government Pension (LGPS) schemes		x
Knowledge of data protection and security	x	
Experience with payroll systems	x	
Experience in transactional HR work	x	
Experience handling sensitive employment cases, including discipline and grievances	x	
Experience advising on employment law and case law	x	
Experience in an HR Adviser role providing generalist advice	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

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 Others**

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.
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.

Profile prepared by:	Emma Scott		
Approved by:	Becci Jefferies		
Profile Effective from:	May 2026	Last reviewed:	May 2026
Post holder name:		Signature:	
		Date:	