Human Resources Manager

37 Hours per week

Salary £47,665 (Development) - £50,908 (Competent)

Training & Administration Hub, Queens Meadow Business Park, Hartlepool



Cleveland Fire Brigade is passionate about people, and this role offers an exciting opportunity for an experienced people leader to manage and develop a dedicated HR Team that takes pride in making a real difference in supporting the Service's purpose of Protecting People, Places and Futures.

As HR Manager, you will provide visible leadership, direction and support to ensure the delivery of a high-quality, responsive and modern HR service. Working closely with the Head of HR, you will help shape and deliver the strategic direction of the function, contributing to the priorities within the People Pillar of the Service's Community Risk Management Plan (CRMP).

This is a varied and dynamic role where strong leadership capability is essential. You will be responsible for leading, managing and developing the HR team, creating a positive, high-performing environment in which individuals are supported, challenged and empowered to achieve their full potential. Alongside overseeing employee relations, resourcing, wellbeing and inclusion activities, you will play a central role in workforce planning and people-related change initiatives, ensuring the organisation has the capability, capacity and culture needed to meet current and future priorities. You will also drive continuous improvement and support positive cultural development across the organisation.

We are seeking an individual with a proven track record of successfully leading and managing teams, ideally within a complex and customer-focused environment. The successful candidate will be able to demonstrate their ability to motivate, engage and develop others, manage performance effectively, and create a culture of accountability, collaboration and continuous improvement. In addition, they will possess a strong knowledge of HR best practice and employment legislation, excellent communication and relationship-building skills, and a commitment to their own professional development while enabling others to thrive and succeed.

You will be joining a professional, proud, passionate and inclusive team and will have access to a range of benefits including:

- Flexible working through our flexi system
- Membership of the Local Government career average pension scheme
- Family friendly policies to help you manage your home and work life balance
- Free access to modern, fully equipped on-site gyms

- Support when you may need it from the Fire Fighters Charity
- Discounts from local and national chains / suppliers with your Blue Light Card
- 24/7 Employee Assistance line plus excellent occupational health services
- Free parking at any of our sites

Please refer to the job description and person specification documents for full details of this post.

For an informal discussion about the post please contact Michelle Richardson, Head of HR on 07725 956580.

The deadline for applications is Midnight on Sunday 20th December 2026.

Dates for noting:

Closing date:	20th December 2026
Notification of shortlist:	By the 22nd December 2026
Interview (including presentation):	4th, 5th & 6th January 2027

We're committed to creating a workplace where everyone feels respected, supported and able to thrive. We are an equal-opportunity employer and welcome applications from all backgrounds. As a Disability Confident employer, we are committed to employing, supporting and promoting people with disabilities in the workplace and will provide reasonable adjustments at every stage of the recruitment process.

In line with our commitment to safer recruitment, the successful applicant will be required to undergo a Disclosure and Barring Service (DBS) check at Standard level, provide references covering the previous five years and consent to a publicly available online search (soft internet search). These checks will be carried out once a formal offer of employment has been made and any offer of employment will be conditional upon their satisfactory completion.

Job Description and Person Specification

Human Resources Manager: Grade H

Job Description

Role Title	**Human Resources Manager**	Reporting to	**Head of Human Resources**
Location	**Training & Administration Hub**	Role/Grade	**Grade H**

Purpose of the Job

The purpose of this role is to provide strong and visible leadership to the HR Team, ensuring the delivery of a high-quality, proactive and strategically aligned HR service. A core focus of the role is enabling the organisation to deliver its Community Risk Management Plan (CRMP) through effective people planning, workforce development, engagement, and performance management.

The post holder will ensure HR services are compliant, professional and continuously improving, while supporting managers at all levels with consistent, timely advice.

Key Duties and Responsibilities

Corporate

1.1 To lead and develop the HR Team so they are equipped, motivated and supported to deliver high-quality services that underpin the CRMP and wider organisational priorities

1.2 To ensure that HR initiatives, workforce planning and people-related decision making directly support the delivery of the Service's CRMP priorities

1.3 To create a positive working environment by promoting the Service's values and behaviours equality, diversity and inclusion, health and safety, and health and wellbeing

1.4 To be a proactive member of the Service's Leadership Forum demonstrating high levels of personal performance and commitment

1.5 To attend external bodies, national committees or working groups as required and network with peers to capture/share learning and good practice

1.6 To ensure compliance with the Data Protection Regulations

1.7 Maintain up-to-date skills and knowledge relevant to the key responsibilities of the role, ensuring continued competence and effectiveness

Functional

1.8 **To work closely with the Head of HR to deliver the strategic priorities within the People Pillar of the CRMP including:**

- **Employee Health and Wellbeing:** oversee the delivery of a high-quality occupational health, fitness and wellbeing service, ensuring timely assessments, proactive support interventions, effective case management, and robust arrangements for monitoring, reporting and managing attendance and absence

- **Employee Relations**: supporting positive employee relationships, managing grievance and disciplinary casework, resolving workplace issues, advising on terms and conditions, and working collaboratively with trade unions through consultations and negotiations

- **Employee Resourcing:** ensuring effective workforce planning, recruitment, selection and promotion, supporting talent management, and overseeing retirement, redundancy and all leaver processes to maintain organisational capability

- **Employee Pensions:** maintain oversight of pension administration for the Local Government and Firefighter Pension Schemes to ensure statutory compliance, while directing day-to-day operational tasks to the HR Team or external administrator and providing guidance where necessary

- **Equality Diversity and Inclusion:** oversee the planning, delivery and monitoring of EDI initiatives, ensuring Equality Impact Assessments are completed to a high standard and that Staff Network Groups are effectively supported. Act as a champion for inclusion, ensuring policies, procedures and people practices reflect and promote fairness and equality

1.9 To monitor, manage and report on performance indicators aligned to the Service's performance management framework, and against all internal and external contracts associated with the provision of the above services

1.10 To attend forums/meetings as required e.g. Culture and Wellbeing Board, Workforce Development Group, Grievance and Discipline Hearings, Professional Standards

1.11 To assist the Head of Human Resources to maintain and develop all HR policies and procedures ensuring that they are legally compliant and up to date

1.12 Ensure the design and delivery of effective people-related training that enhances leadership capability, supports consistent people practices, and contributes to a positive and inclusive culture.

1.13 Play a key role in shaping and implementing actions aligned to the People Pillar of the CRMP, enabling the Service to deliver its people priorities and drive meaningful cultural change

1.14 To support the continuous cultural improvement to ensure employees are engaged, empowered, supported and encouraged to thrive and innovate.

1.15 To support an environment of effective employee engagement where two way communication challenge, change and improvement is positively encouraged and innovation is fostered

This document is produced as a guide to the general nature of the post and the list of duties is neither exhaustive nor exclusive.

Values and Behaviours

The Authority's 'PRIDE' values are underpinned with a set of expected behaviours for everyone that works for and governs Cleveland Fire Brigade. These behaviours link to leadership and relate to: the impact you have on others, outstanding leadership, service delivery and organisational effectiveness. They are split into four levels which can broadly be matched to roles. These levels are designed to be cumulative so those working in management roles should also demonstrate the preceding level(s) of behaviour. People who are appointed/promoted to and/or developed in roles within the Service should be aiming to demonstrate the behaviours relevant to the post to which they are aspiring.

A copy of our values and behaviour framework is included within the Service's application pack.

Uniform

The person appointed to this post is required to wear a uniform and will be provided with the 'Green Book Office Wear Uniform' as set out in the Service's Dress and Appearance Policy.

Person Specification

Category	Criteria	Measure
Qualifications Competences	• Level 5 CIPD qualification or equivalent demonstrable experience of working in the HR sector (E) • Qualification in Leadership and Management (D) • Member of CIPD or other relevant professional body (E)	AF/C AF/C AF/C
Experience	• Experience of delivering the full range of human resource services e.g. recruitment, employee relations, pensions, absence management (E) • Experience of managing a HR team (E) • Experience of developing and implementing HR initiatives, training plans, policies and procedures (E) • Experience of producing and analysing statistical data including the compilation of reports (E) • Experience of managing individual and team performance including effective dispute resolution (E) • Evidence of effective contribution to organisational objectives (E) • Experience of mentoring and/or coaching colleagues (E) • Experience of engaging with the workforce to support the embedding of the organisations values (E) • Experience of working and operating within a unionised environment (D)	AF/I/R AF/I/R AF/I AF/I AF/I AF/I AF/I AF/I AF/I
Skills, Knowledge and Aptitudes	• Ability to work at a senior HR level in an organisation with a multi-disciplinary workforce (E) • Knowledge of HR best practice and relevant employment legislation (E) • Ability to apply legislation and good practice effectively to practical situations (E) • Able to generate creative solutions to problems (E) • Able to develop strong working relationships across all staff groups (E) • Awareness of pension scheme requirements and the ability to oversee compliant administration delivered by staff of providers (D) • Ability to prioritise, multitask and manage workloads whilst maintaining a flexible response to urgent requests (E) • Strong leadership skills with the ability to engage, influence, enable and motivate others (E) • Effective communication, negotiation, diplomacy, influencing and advocacy skills demonstrating the ability to communicate clearly, sensitively and effectively in interpersonal relations both orally and in writing (E) • Ability to understand differing team cultures and promote a positive work environment by upholding the organisational core values, championing equality, diversity and inclusion and employee health, safety and wellbeing (E) • Well-developed analytical skills with a proactive approach to problem identification and solving including complex management issues (E) • Strong commitment to learning and development to improve personal, team and organisational effectiveness (E)	AF/I AF/I AC/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I

	• A high degree of personal integrity (E) • Prepared to work flexibly across multiple sites (E) • Strong IT skills including the use of HR management systems, software packages, databases, Microsoft Office and Outlook (E)	AF/I AF/I AF
Other	• Ability to travel across Service locations as required (E) • Willingness to attend occasional evening or weekend events, meetings or recruitment activities as required (E) • Flexible approach to work to suit business needs (E)	AF AF AF

Key Criteria

E = Essential

D = Desirable

AF = Application Form

AC = Assessment Centre

I = Interview

R = References

C = Certificate