



The Scottish Parliament  
Pàrlamaid na h-Alba

### **Visitor Services Officer**

**Permanent Full time: 37 hours, 5 days out of 6, including Saturdays and public holidays, in rotation. A shift operates, with morning and evening shifts required.**

**Salary Range: £21,087 to £24,891**

**Location: Holyrood, Edinburgh**

**Closing date: 4pm 31 January 2018**

### **About the Post**

Every year several hundred thousand people visit the Scottish Parliament. The Visitor Services team delivers a range of services for Members of the Scottish Parliament (MSPs), their visitors, parliamentary staff and the public. You will be responsible for providing visitors with a world class welcome, conducting guided tours of the building, staffing the Visitor Information Desk and call centre, and working in the Parliament Shop.

You will need excellent customer care skills, with experience of working with the public in a busy visitor environment. Experience of conducting tours and retail work would be helpful. You must be able to present information in a confident and engaging way. You need to be enthusiastic, flexible and able to deal with unexpected events.

### **Duties**

Reporting to one of the Visitor Services Supervisors, the role of Visitor Services Officer involves working in four key Visitor Services areas. Your responsibilities will include:

#### **Visitor Information Desk, Main Hall**

- acting as the first point of contact for all building users, ensuring that the highest standards of visitor welcome are observed
- serving and advising MSPs, staff and visitors face to face, delivering general information and promoting options available to visitors
- acting as reception point for witnesses giving evidence to committees and liaising with committee staff
- ticket management for visitors attending business, meetings or events and tours
- registration for event delegates

- liaising with other front of house staff (Public Café, Security and Facilities Management) to ensure good communications on a day to day basis, escalating problems as appropriate

### **Call Centre**

- responding to straightforward enquiries to agreed standards regarding visits to the Parliament, by phone, email and letter
- making bookings using the e-ticketing system
- undertaking administrative duties to support services: printing tickets, compiling witness lists and briefing sheets
- preparing badges for event registration

### **Guided Tours**

- conducting the Guided Tour programme for the general public, Members' guests and internal departments
- developing and adapting the tour programme in response to parliamentary requirements

### **Retail**

- approaching and engaging customers on the shop floor to offer assistance with purchases and promoting sales
- general merchandising and housekeeping
- sales transactions, cash handling and banking
- stock control and stock taking
- using the electronic till system

## **Skills, Knowledge and Experience Required**

With experience of working with the public in a busy visitor environment you must be able to demonstrate:

### **1. Visitor experience and/or expertise**

- experience of working with and managing visitors with different needs
- the ability to organise and take care of all aspects of visitor requirements
- experience of coordinating ticketing for multiple groups / individuals would be advantageous

### **2. Excellent customer care skills**

- the ability to provide a high level of service, sometimes under pressure in a busy environment
- visitor reception / orientation and retail experience is desirable

### 3. Communication skills

- The ability to communicate effectively with staff at all levels and visitors from varying backgrounds using the right language, tone and method to suit your audience
- The ability to explain or pass on complex or detailed information precisely and clearly

### 4. Interpersonal and team working skills

- the ability to form effective and supportive working relationships within your team and other offices
- the ability to make a positive contribution to the work of your team
- the ability to work with a range of people, at different levels and with different demands and requirements

### 5. Tour guide experience and expertise

- whilst experience of presenting tours would be helpful, a friendly and enthusiastic personality and commitment to undertake training is essential
- alternatively, you may have experience in a role involving giving presentations to groups

### 6. IT skills

- Confident ability to use Microsoft Office packages
- The ability to learn new IT Systems (knowledge of financial administration systems would be advantageous)

Please demonstrate evidence of these qualities in your application.

## How to apply

To apply, please send your application demonstrating your **Skills, Qualifications and Experience** to [jobs@parliament.scot](mailto:jobs@parliament.scot) by **4pm on 31 January 2018**.

## Benefits

We offer a great range of benefits including 41.5 days' leave (including public holidays), the opportunity to join the Civil Service pension arrangement and flexible working arrangements and family-friendly policies.

## Salary

The salary range for this post is shown below:

Minimum	Year 1	Year 2 (Max)
£21,087	£22,449	£24,891

You will progress at the rate of one scale point per year provided you are performing your duties to the required standard. Your progression date will be the anniversary of taking up the appointment in the grade. You will be paid monthly in arrears by

Bank Credit Transfer directly into your bank or building society account on the last banking day of the month.

## Other Information

### Hours

The way the Parliament works means that different groups of staff work varying hours and patterns. You may have to work longer hours when Parliament is sitting and reduced hours during recess periods. For this reason we have very progressive flexible working hours (FWH) arrangements. You will be required to work within these arrangements.

Notwithstanding your individual working pattern, if you are employed on a full time basis, you will be contracted to work 1623.6 hours per year. This is the equivalent to a 37 hour week, excluding breaks, annual leave and public and privilege holidays. If you work on a part-time basis, you will be required to work the number of hours specified in your appointment letter.

### Annual Leave

Your annual leave allowance will be 30 days. Our annual leave year runs from 1 September to 31 August. If you take up your appointment during the course of the leave year, your annual leave allowance will be proportional.

In addition, you will also receive 11.5 days public and privilege holidays. They are normally taken at fixed times of the year. If you are required to work on a public or privilege holiday overtime arrangements will apply.

If you work on a part-time basis, your annual leave and public and privilege holiday entitlement will be pro-rated.

As with working hours, there may be restrictions on annual leave when Parliament is sitting. In any event you may not take annual leave unless it has been agreed, normally in advance, with your line manager.

### Pension

Unless you choose otherwise we offer the opportunity to join the Civil Service pension arrangements, which include a valuable range of benefits. We will make substantial employer contributions towards your Civil Service pension. More information can be found on the Civil Service Pensions website at [www.civilservice.gov.uk/pensions](http://www.civilservice.gov.uk/pensions)

## **Age**

The SPCB does not operate a retirement age policy. This means that there is no upper age limit beyond which you would be automatically retired and you are free to continue in employment for as long as you wish subject to the normal rules concerning [Performance](#), [Attendance](#) and [Conduct](#).

## **Travelling and Other Expenses**

We pay travelling and other expenses if you incur them whilst on official duty. However, we will not reimburse the cost of normal daily travel between home and office.

Unless we have stated otherwise in the advert, we do not reimburse travel or other expenses you incur in attending an interview or assessment with us. We are happy to explore alternative arrangements if this causes you difficulty.

## **Probation**

You will be on probation for six months. Confirmation of your appointment is dependent on the satisfactory completion of this probation period, taking into account your job performance, conduct and attendance.

## **Outside and Political Activities**

As an employee of the SPCB, you may not take part in any activity that would in any way conflict with the interests of the Parliament or be inconsistent with your duties and responsibilities.

You may not take part in national political activities, although you may seek permission to take part in local political activities. If permission is granted, it will be subject to the observance of general rules relating to possible conflicts between your official responsibilities and your political activities.

## **Health and Safety**

The SPCB is committed to promoting health and safety as a priority issue. Its aim is to take appropriate and reasonable steps to ensure that it conducts its business in such a way that employees and other people who may be affected by its work are not exposed to risks to their health and safety.

## **Data Protection**

Under the terms of the Data Protection Act 1998, information provided by you will be processed and stored to provide management information for recruitment and equal opportunities monitoring purposes. We will also use this information to form the basis of your personnel record if you are successful for the job. Otherwise we will not retain this information for any longer than it is needed and we would normally dispose of paper records after 6 months. You will have the right of access to any information held about you.

## Suggestions

We want all applicants to feel that they have been treated fairly, even if they are not appointed. If you have any comments or suggestions about the way in which this recruitment campaign has been handled, we would really like to hear from you.

## Referees

Please do not send references or testimonials with your form. If you are successful, we will approach previous and/or current employers for a reference. We can only make a formal offer of employment once we have received these references. If you have no employment history we may approach any school, college or university you have attended.

## Health Assessment and Security Clearance

If you are successful at interview you will be asked to complete a health assessment form. If necessary we may ask you to attend a medical assessment. Assessments are carried out by our occupational health supplier in the Parliament building. The reason why we carry out a health assessment is to make sure that the job you have applied for is suitable for you. It is also to find out if we need to carry out any adjustments to help you do the job.

Security clearance is required for this post. If you are successful we will ask you to complete a security questionnaire. This form will explain our security vetting policy. We can only make a formal offer of employment once the security clearance process is complete.

## Visa and Work Permits

There are no nationality restrictions on who the SPCB employs. You must however check whether there are any restrictions on your stay or your freedom to take or change employment in the United Kingdom before you apply for a post. If you are successful at interview we will make a complete enquiry into your eligibility to work in the United Kingdom.

**Please note that this document is provided for information only and does not form part of the SPCB's terms and conditions of employment.**

## Equal Opportunities

The Scottish Parliamentary Corporate Body is committed to promoting equality of opportunity and treatment and to eliminating unfair discrimination in its employment practices. It will seek to ensure that all job applicants and staff are treated fairly, with respect and without bias. No job applicant or employee will receive less favourable treatment than others because of her or his: gender; gender identity; sexual orientation, marital or family status; racial group (includes colour, race, nationality, national or ethnic origin), religion, religious belief, or a similar philosophical belief (or

lack of any of these); disability (unless such treatment is objectively justified); part-time or fixed-term contract status (unless such treatment is objectively justified); and trade union membership status/activities.