



Public Enquiry Officer

Reference: 611804

Salary Range: £21,837 to £25,641

Location: Holyrood, Edinburgh

Working Pattern: This is a full time post. Our normal working week is 37 hours but we currently operate a wide variety of work patterns successfully balancing lifestyle choices with business requirements. All requests for part time or flexible working hours will be seriously considered.

Closing Date: 5pm on 17 August 2018

The Scottish Parliament exists to define, debate and legislate on issues of importance to the people of Scotland. It holds the Scottish Government to account and is answerable to the people of Scotland.

This role is part of the Public Information and Resources Office (PIR) which consists of 9 staff who handle all enquiries received from the public (including young people, professionals and other organisations) on the Scottish Parliament. The team also receives enquiries on related subjects that need to be referred to other organisations. PIR operates the Scottish Parliament's switchboard/telephone enquiry line and Public Enquiry Officers normally spend part of each day on the rota for switchboard duty.

PIR manages the design and digital production contract and is responsible for producing and distributing a variety of information resources for the public and internal audiences. Public Enquiry Officers are involved in developing such resources, using different media and (through contractors) in a range of languages and formats. PIR also administers the complaints, unacceptable actions and language policies and the use of the corporate identity.

The office welcomes innovation. Examples include the development of our weekly full-colour digital bulletin and the introduction of Live Chat on the website. Current project work includes preparation for the British Sign Language (BSL) Plan for the Scottish Parliamentary Corporate Body (SPCB) and improving distribution of parliamentary information throughout Scotland.

Duties

The role is to deliver an accessible, consistent and accurate information service by responding to enquiries about the Scottish Parliament from members of the public and developing and promoting information resources. Experience of engaging with and providing services to D/deaf and D/deafblind people is desirable.

Reporting to the Public Information Supervisor, responsibilities will include:

- answering enquiries by telephone, email, letter, text message and online via live chat about the Scottish Parliament and related issues, including staffing the Parliament's switchboard on a rota basis, answering and directing calls appropriately
- managing contracts and/or liaising with contractors for BSL interpreting and other communication support and for BSL video production; and liaising with contractors for other language interpreting and translation and the production of Braille, audio and easy read
- providing advice to Parliament staff and MSPs on procedures and good practice in relation to translation, interpreting and alternative formats; and promoting awareness among MSPs and staff of the Parliament's participation in the Happy to Translate and contact SCOTLAND-BSL schemes
- involvement in resource and service creation, development and promotion such as procurement of services; and copywriting, editing and proofreading public information resources in various formats, including digital (such as animations, apps, website content and BSL videos)
- creating and issuing regular digital newsletters for internal and external audiences
- delivering a high standard of customer service, while ensuring we meet our service level agreements and keep accurate records
- developing a thorough understanding of the roles of the Scottish and UK Parliaments and Governments and keeping up to date with parliamentary business and current affairs
- other administrative tasks as required, including arranging and minute taking at meetings

Skills, Knowledge and Experience Required

You must be able to provide evidence to demonstrate the following:

1. Excellent communication skills

- The ability to express yourself clearly and concisely on the telephone, in writing and in person and ensure your message has been understood
- The ability to use the right language and tone when writing for a variety of audiences
- The ability to handle challenging people effectively
- Knowledge of BSL is desirable

2. The ability to provide a high-quality service

- Excellent customer service skills, including an understanding of the needs of different service users and a flexible approach to meeting these
- Experience of providing information in other formats and languages, such as easy read and BSL

- Attention to detail, including the ability to proofread different media effectively

3. Parliamentary and political awareness

- Good understanding of the Scottish Parliament's constitutional role and an interest in learning about the work of the Parliament
- The ability to work in a political environment, ensuring that confidentiality and impartiality are maintained
- The ability to keep yourself up to date with parliamentary business and current affairs

4. Teamworking and collaborative working

- The ability to contribute positively to the work of the team
- The ability to build constructive relationships within and beyond your immediate team
- Willingness to follow processes and organise tasks collaboratively

5. Improvement, innovation and change

- Willingness to try new ways of working and learn new skills
- Good IT skills and an interest in new technology
- Commitment to the continuous improvement of working practices

How to apply

To apply, please complete the application form, demonstrating the skills and experience above and return to jobs@parliament.scot by **5pm on 17 August 2018**.

Interviews will take place on 21 September

Benefits

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

Salary

The salary range for this post is shown below:

Minimum	Year 1	Year 2
£21,837	£23,199	£25,641

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 1,623.6 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.

Bandwidths are the hours within which staff may work and accrue time under the FWH arrangements. The bandwidth is from 7:00am to 8:00pm for all work areas and from 7:00am to 10:00pm for Sub Editors, the Deputy Editor and the Editor in the Official Report.

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 11½ 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

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.

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.

General Data Protection Regulation

For further details on how we will process your personal data please refer to the [HR Workers Privacy Notice and SPCB Recruitment Privacy Notice](#).

The Application and Selection Process

Our recruitment policy is based on the principle of fair and open competition and selection on merit. Each application is assessed in the same way, against the same, agreed criteria for the vacancy in question.

Short-listing

Each application is given a score and a final short-list is agreed by the selection panel. The applicants that receive the highest scores will be invited to interview (with

the exception of candidates who apply under the Disability Symbol Scheme who may be invited if they receive the minimum acceptable score

Will you pay interview or assessment expenses?

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.

Progress of Vacancies

[Keep track of what stage we are at with vacancies on our website](#)

Disability

We guarantee to interview any disabled applicants who meet the essential requirements for the job they've applied for. The essential requirements for this job are described under the section "Skills, Knowledge and Experience Required". This means that if you meet any qualification or experience criteria that we have set, and are assessed as providing "acceptable" evidence of the skills and qualities asked for we will automatically invite you to interview. If you have a disability and would like to talk to us about any aspects of this job please get in touch using the phone numbers or addresses listed above.

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.

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.

Email Applications

On-screen applications should be e-mailed to: jobs@parliament.scot. All e-mails are automatically acknowledged. Please note that evidence of sending an e-mail does not automatically mean that we have received it.

If you do not receive our automatic response within 2 working days of submitting your application by email, please contact us immediately.

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 carry out 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); age (subject to retirement practice age); part-time or fixed-term contract status (unless such treatment is objectively justified); and trade union membership status/activities.