



The Scottish Parliament
Pàrlamaid na h-Alba

Office Administrator

Recruitment Pack



Welcome from Stuart Nicol, Head of Resources and Governance

Thank you for your interest in applying for this role within the Scottish Parliament's Business Information Technology (BIT) Office, which is a part of the Digital Services Group.



Within BIT sits the Resources and Governance (R&G) Team which is responsible for:

- ◆ Project and Portfolio Management
- ◆ Business Relationship
- ◆ Engagement—with Parliament staff and MSPs
- ◆ General Finance and Administration support to the whole of BIT

The R&G Team consists of a diverse group of professional staff who excel in working as part of a collaborative, creative team. Together we play a key role in supporting parliamentary business and the Parliament's digital change initiatives.

We are committed to increasing the diversity of our parliamentary service so that we can benefit from the broadest range of perspectives, backgrounds, skills and experience as we tackle the challenges and opportunities ahead. We would therefore particularly welcome applications from disabled people and members of the black and minority ethnic communities.

We also operate a wide variety of work patterns, successfully balancing lifestyle choices with business requirements. Although our normal working week is 37 hours all requests for flexible working will be seriously considered.

If the opportunity to work for the Scottish Parliament in this challenging role excites you, and you have the right skills and experience, we would love to hear from you.



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About the role

The Scottish Parliament exists to define, debate, decide 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.

Our Business Information Technology team plays an essential role in designing, developing and maintaining the digital and IT services that Parliament needs. This role is key to ensuring that effective administrative support is provided not only to fellow colleagues in the Digital Services Group but also to our customers in Holyrood and Members of the Scottish Parliament (MSPs) constituency and regional offices.

We are looking for an enthusiastic office administrator to make a positive contribution to the work of our team. If you are seeking to develop your experience and want to work in a dynamic and constantly evolving digital environment, this may be the opportunity for you.

You will already possess good understanding of office administration, good numeracy skills and ideally have some practical experience of working in a digital service or IT.

You will assist the Finance and Contract Manager and deputise as appropriate.

Main duties

- ◆ Ensuring that BIT's IT Asset Register is updated and maintained;
- ◆ Compliance with the Parliament's procurement regulations when placing orders, obtaining quotes, making purchases via Corporate Card etc;
- ◆ Ensuring that the admin support team meet relevant payment performance targets, audit and budget management requirements and providing payment reports as required;
- ◆ Providing support and cover to the other Administration Officer with regards to the purchase to pay process, acting as an escalation point for purchase orders or invoicing queries;
- ◆ Meet requirements of delegated office roles such as Health & Safety Nominated Person, Display Screen Equipment Assessor, Data Protection and Freedom of Information;
- ◆ Provide support to the Finance and Contract Manager and to provide assistance to customers when this person is not available;
- ◆ When requested be willing to get involved in project work (this could be practical and/or in an administrative role);
- ◆ Organising meetings, minute taking, booking of travel and training arrangements and ordering of stationery;
- ◆ To assist in the maintenance of the Digital Services Group internal web page (Intranet), publishing of any relevant content;
- ◆ Assisting in the maintenance and housekeeping of BIT's SharePoint pages;
- ◆ Maintaining relevant procedure / policy documents;
- ◆ Work in a team setting, share information and assisting others, mentoring new or less experienced staff providing administrative support; and
- ◆ Work collaboratively with other functional specialists within the Digital Services Group to ensure a co-ordinated and optimised support service.

About the role



Kayley Aitken, Office Administrator, BIT R&G Team

“ Working as an Office Administrator in the Resource and Governance Team at The Scottish Parliament has been a great experience and has enhanced my knowledge of Business IT and how the Parliament works.

In addition to providing financial support to my colleagues in IT, I also provide support with invoicing and credit note queries, purchase to pay requirements, such as raising and amending purchase orders as well as liaising with multiple suppliers on a regular basis, obtaining quotes and ensuring the SPCB procurement compliance regulations are met. As well as liaising with third parties, the role allows you to build a great network with a varied and diverse group of people on a daily basis, ranging from my team members, Parliament staff, suppliers as well as MSPs and their staff.

Being part of this team has also given me the opportunity to take part in multiple projects. I am currently working on the Mobile Phone Migration project which consists of upgrading and rolling out new mobile phones to SPCB staff, MSPs and their staff as well as setting up their new phone contracts. Working on this project has allowed me to develop new skills and gain experience in project management.

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Skills, Knowledge and Experience

To be successful in this role you will be able to provide evidence to demonstrate the following:

Communication and Engagement

- ◆ Can present detailed information in clear, concise manner while demonstrating active listening and taking account of other people's views.
- ◆ Use communication to build relationships, ensure smooth processes and promote information sharing, adjusting the style to suit the audience and know when to use "jargon" appropriately.
- ◆ Have an awareness of social media, use of Microsoft Excel and ability to quickly pick up new systems.

High Quality Service

- ◆ Ability to operate in at times a demanding customer environment, developing excellent relationships with customers and displaying strong effective questioning and listening skills.
- ◆ Ability to consider implications such as budget, policy, impartiality, and equal service when supporting and providing goods and services.
- ◆ Ability to effectively multi-task on several activities simultaneously, whilst ensuring work is of a high standard.

Problem Solving and Decision Making

- ◆ Ability to get to the bottom of why something has happened, tackle problems and think through issues to find solutions.
- ◆ Ability to understand the consequences of the decisions you take and act accordingly.
- ◆ A completer/finisher able to see work through to completion.

Financial and Resource Management

- ◆ Understanding of supplier engagement and procurement basics such as purchase to pay.

Parliamentary and Political Awareness

- ◆ Awareness of how the Scottish Parliament works with an ability to quickly build-up and maintain knowledge relevant to your role.
- ◆ Ability to work in a political environment ensuring issues such as confidentiality are maintained.



About us

The parliamentary service of over 500 people is a high-achieving and professional organisation. We are not civil servants; we serve the Parliament and its Members and not the Scottish Government.



The [Scottish Parliamentary Corporate Body](#) is responsible for providing the Parliament with the property, staff and services required for the Parliament's purposes, in accordance with the Scotland Act 1998. It is made up of five Members elected by the Parliament and the Presiding Officer.

The Corporate Body delegates the day-to-day running of the Parliament to Sir Paul Grice, our Clerk/Chief Executive. Paul is assisted by his [Leadership Group](#) in setting the strategic direction for the parliamentary service and for creating the conditions that helps to promote a positive workplace culture. You can view the [organisational chart](#) and you can read about the [Parliamentary offices](#).

Our vision is clear: To make a positive difference to the lives of the people of Scotland. This means putting people at the centre of everything we do.

Our performance framework helps us to communicate and implement our strategic priorities through the parliamentary service. The [strategic plan](#) sets out our aims and priorities and the [delivery plan](#) contains the activities that deliver the strategy. They provide a set of shared priorities for everyone across the parliamentary service and cover matters such as improving parliamentary scrutiny, developing and investing in our staff, aligning public engagement with parliamentary business and providing high quality support to our elected Members. Each of the aims is equally important as they are inter-related. This means that we cannot achieve one without the others and that every one of our colleagues plays an important role in delivering them.

We attach great importance to the [Diversity and Inclusion Strategy \(D&I\)](#) and our commitments form a central part of our working culture.

We are committed to providing a great working environment where people enjoy coming to work and feel valued for their contribution and excel in their chosen careers. Everyone has the right to be treated with respect and dignity and we have a zero tolerance approach to bullying, harassment or victimisation of any kind. We recognise that improving employee engagement has a positive and significant effect on organisational performance. We know that ideas generated by colleagues can help shape the future direction of our services and contribute to the successful delivery of our goals, and our inclusive leadership style guides us in this approach.

We are committed to building a workforce which reflects the diversity of the people of Scotland. We are proud to be an equal opportunities employer that values and respects the people who work for us. We seek to ensure all job applications are treated fairly, with respect and without bias. We positively encourage applications from suitably experienced candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. We particularly welcome applications from female and black and ethnic minorities (BME) candidates who are under-represented at this level. All appointments will be made on merit.



We are committed to agile working and currently operate a wide variety of work patterns and arrangements across the parliamentary service. We will be pleased to consider applications from candidates wishing to work flexibly and all requests will be seriously considered. Please include clearly any information about your preferred working arrangements in your application.



How to apply

Applications

The first stage of the recruitment process requires you to complete an application form (full details of which can be found on our ([Recruitment Page](#)) demonstrating your **Skills Knowledge and Experience** for the role.

Your completed application should be submitted to jobs@parliament.scot by 4pm on 1 August 2018.

The next stage will be an interview, where you will be asked to provide evidence of the skills, knowledge and experience as identified on Page 5.

Please note that interviews may take place week commencing 3 September 2018, however, this date may change.

Closing date for applications: 4pm on 1 August 2018

For informal enquiries only, please contact Linda Stewart, Finance and Contract Manager by email or telephone:

linda.stewart@parliament.scot

0131 348 5095



Summary of terms and conditions of employment

Salary

Minimum starting salary £21,837 per annum, paid monthly by bank credit transfer. You will progress at the rate of one scale point per year on the anniversary of taking up the appointment grade.

The salary range for this post is shown below:

Minimum Year 1	Year 2	Year 3 (max)
£21,837	£23,199	£25,641

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 is 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. The annual leave allowance is 30 days.

Pension

Unless staff 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 the Civil Service pension. More information can be found on the [Civil Service Pensions website](#).

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.

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](#).

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.

Go to our [staff handbook](#) for full details of our terms and conditions of employment.



HAPPY TO **TRANSLATE**



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