



The Scottish Parliament
Pàrlamaid na h-Alba

Outreach Services Officers

2 Permanent Posts

Recruitment Pack



Welcome from Sally Coyne, Head of Outreach Services

Thank you for your interest in applying for these key roles within the Scottish Parliament.

This is an exciting time to join our organisation. Public engagement is crucial to the Parliament's overall purpose: representing the people of Scotland by debating issues of national importance, passing legislation and holding the Scottish Government to account.



Our Outreach Services Office is a key part of that. We are a public facing office and work closely with colleagues across the Parliament, to support public engagement.

Our team has three areas of work:

1. Community Outreach—helping Committees engage with 'hard to reach' audiences and supporting those communities through capacity building and networking. This work is delivered by a team of four, including the Community Outreach Manager. The two Outreach Services Officer posts are part of this team.

2. Education—visits to schools in their communities as well as welcoming schools to our building. Support is given to teachers through our CPD programme and online resources.
3. Gaelic development—supporting the delivery of the Gaelic Language Plan and its activities across the Parliament.

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.

Sally Coyne
Head of Outreach Services



The Scottish Parliament
Pàrlamaid na h-Alba

About the role

Can you help the people of Scotland to have their voices heard at the Scottish Parliament?

We are looking for a creative and flexible individual to join our Outreach Services team in a hugely exciting and rewarding post, matching parliamentary business to the lives of the people of Scotland.

The Outreach Services Office is a core public-facing service team, at the heart of the Parliament's engagement activities. We work closely with colleagues across the Parliament to reach out and help people have their voice heard on issues that matter to them.

We are looking for a colleague who demonstrates our values in action. Our team prides itself as being:

- Collaborative—with staff, MSPs and the people of Scotland.
- Creative—we seek to grow and improve our ways of working and embrace new ideas.
- Effective—we deliver meaningful engagement in a way that meets the needs of the participants and the Parliament.

You will be an excellent communicator and able to work collaboratively within and across teams. Developing and maintaining effective relationships with a range of internal and external stakeholders will be part of your working day. As is presenting to and engaging with people, from large events to one to one meetings over coffee.

Translating policy issues and how these impact on people at a personal, local, community and national level is crucial. You will be creative, flexible and resilient enough to support people in overcoming barriers through a variety of ways.

With proven organisation skills, along with experience of contributing to projects, you will be confident in using technology appropriately to communicate. Evaluating your work and sharing good practice is something you will value.

Duties

You will be part of a dynamic, responsive and flexible team, contributing to the outreach efforts of the Scottish Parliament. More specifically, you will work with committee clerks and other parliamentary staff to provide a tailored outreach and engagement service which directly supports and informs committee business.

You must be able to work in an environment where impartiality and confidentiality are respected.

Reporting to the Community Outreach Manager, your responsibilities will include:

Identifying opportunities internally and externally that can help raise the profile of our outreach service and encourage participation in the work of the Parliament. These need to be delivered against a busy programme of support work for Committee engagement.

Within this you will:

- Approach and deliver your work in such a way that reflects the values of the office: collaborative, creative and effective
- Work with colleagues in a timely manner.
- Respect the confidentiality of the information that is shared with you.
- Contribute to the Parliament being accessible and open to people from all walks of life and backgrounds - as a place to work, to visit and to participate.

Advising and collaborating with clerks, Parliament staff and MSPs to ensure that community outreach efforts are an appropriate part of committee engagement plans.

Deliver engagement / participation sessions to key external partner groups identified as a priority for committee engagement plans.

Contributing to developing and delivering opportunities to build relationships with third sector and community organisations across the sectors identified as priorities. Within this:

- Representing the Parliament at external conferences, training days and similar meetings.
- Supporting communications on a regular basis with a broad range of groups at a local, regional and national level about parliamentary engagement opportunities.

Developing positive and productive working relationships with clerks and other parliament staff to support the effective undertaking of committee business.

Working with colleagues to develop and deliver information and awareness-raising seminars for external groups to develop their capacity to engage more meaningfully with MSPs and the Parliament. This includes undertaking 'warm-up' work in local communities across Scotland, in advance of external parliamentary activities, such as committee external sittings, fact-finding visits, etc.

Undertake evaluation and feedback on our outreach activities with MSPs, staff and the public and contribute to the continuous professional development of the team and the organisation.

Undertaking appropriate procedural and record keeping duties to ensure the smooth running of Team house-keeping functions- e.g., financial procedures, data management systems and communication channels.

Skills, Knowledge and Experience

You will need to be able to provide evidence to demonstrate the following:

Specialist skills and knowledge

- Strong understanding of the third sector and related community development issues and priorities, and be able to relate these to parliamentary business.
- Experience of working with relevant groups or individuals to design activities or services (co-design) with a common purpose.
- An understanding of the barriers people may face when engaging with organisations such as the Scottish Parliament and experience of helping overcome them.
- A high degree of IT literacy – experience of MS Word, Outlook, Excel, and general confidence around modern technology, including social media.

Communication

- Ability to present complex issues in an engaging manner to a wide range of audiences from small to large, using an inclusive and accessible approach.
- Ability to think and respond positively when challenged in an interactive environment.
- Experience of building and maintaining networks within and outside an organisation and evidence of these being productive relationships.
- Ability to use a range of styles and approaches to connect with and support 'hard to reach groups' on issues that matter to them.

Teamworking and collaborative working

- Experience of working at a community or third sector level to build capacity within local groups and organisations.
- Able to work within a small team in a way that supports sharing of knowledge, and contribution towards team-wide best practice.
- Experience of collaborating to develop and deliver approaches to overcome engagement challenges, particularly those focused on information-giving and capacity building.
- Inclusive approach to engagement; able to demonstrate an understanding of how to identify and meet the diverse needs of individuals and communities.

Planning, organising and delivery

- Able to plan and deliver work to time and budget in an environment where Parliamentary business and supporting MSPs needs takes priority.
- Experience of delivering a number of projects or pieces of work at the same time, whether this is a number of smaller-scale unrelated projects, or more complex standalone projects
- Ability to work under your own initiative, to deliver an agreed set of outcomes and values.

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.

Applications from Gaelic speakers are welcome. *Cuirear fàilte air tagraidhean bho luchd-labhairt na Gàidhlig.*



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 will be an application form which can be found on our [website](#). To apply please complete the application form to jobs@parliament.scot by midday on 25 April 2018. You must provide evidence of the skills, knowledge and experience detailed above.

The next stage will be an interview and a presentation, and you will be asked to provide evidence of the skills, knowledge and experience for the role. Please note that interviews will take place week commencing 14 May 2018.

Closing date for applications: Midday on 25 April 2018

For an informal, confidential discussion about the role, please contact Sally Coyne, Head of Outreach Services:

sally.coyne@parliament.scot

0131 348 5393



Summary of terms and conditions of employment

Salary

Minimum starting salary £25,626 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 (max)
£25,626	£28,389	£31,770

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.

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.

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



HAPPY TO **TRANSLATE**



The Scottish Parliament
Pàrlamaid na h-Alba