Ref: 580010
Permanent - Travel & Expenses Administrator – Grade 2
Full time, although job share applications welcome
Salary Range: £21,087 to £24,891
Location: Holyrood, Edinburgh

The Allowances Office is responsible for providing a customer focussed service for the validation, payment and subsequent reporting of expense payments for Members of the Scottish Parliament (MSPs). In doing so, it is governed by the Reimbursement of Members’ Expenses Scheme (the Members’ Expenses Scheme).

The office is notionally split between ‘Allowances’ and Travel & Expenses’, but staff can be involved in any area of work across the office. All members of the team deal on a daily basis with MSPs, MSP support staff, Scottish Parliamentary Service (SPS) staff and external suppliers, providing advice and guidance on expenses.

Duties

You will be responsible for the accurate recording and processing of all types of payments under the Reimbursement of Members’ Expenses Scheme within office service level agreements and providing MSPs and their support staff with guidance on the Scheme. You will report to and work in support of the Travel & Expenses Manager. You will be required to liaise with MSPs, MSP support staff, SPS staff and outside suppliers on a daily basis in relation to travel and expenses. Whilst the main focus of the role will be to support the Travel and Expenses Manager you will also be required to provide support to other parts of the Allowances Office on occasion. You will therefore, be required to work flexibly, depending on workload and demand levels, to assist in meeting the office’s needs as a whole.

Reporting to the Travel & Expenses Manager your responsibilities will include:

- the processing and coding of all incoming mail, on a rota basis;
- the accurate recording and processing of all types of payments under the Reimbursement of Members’ Expenses Scheme;
- the issuing of remittance advice notes in relation to the daily BACS payment runs, on a rota basis;
- liaising with MSPs, MSP support staff, SPS staff and outside suppliers to resolve any issues on the payment of claims and provide guidance on the provisions made within the Reimbursement of Members’ Expenses Scheme on a daily basis;
- sourcing and making bookings through the Travel Desk service using both a corporate card and the external travel provider, on a rota basis;
• assisting Finance Office colleagues as required in reconciling corporate card payment transactions;
• completing annual P11D & P9D tax returns for MSP support staff and SPS staff and provide advice on the taxation of expenses reimbursed/paid;
• providing induction training to MSP support staff on aspects of the Reimbursement of the Members Expenses Scheme alongside Allowances team colleagues; and
• working flexibly to support the office as a whole to provide good customer service and meet its service level agreements as and when required.

Please note that there will be restrictions on taking leave during March/April each year due to the high volume of claims/invoices to be processed at financial year-end.

Skills, Knowledge and Experience Required

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

1. Communication

   • clear and concise oral/written skills (particularly e-mail), with the ability to adapt communication style and method to suit different audiences
   • ability to brief others openly in a way that helps their understanding and avoids misinterpretation
   • the ability to communicate and work with a range of different people, at different levels and with different demands and requirements

2. Planning, Organising and Delivery

   • excellent time management and organisational skills and ability to work under pressure and to tight deadlines to meet office service level agreements
   • ability to balance and prioritise competing demands/workload in an organised and structured approach to deliver work to required standard

3. Problem Solving and Decision Making

   • ability to recognise and take ownership of problems when they arise, know when further investigation is necessary and when to seek guidance to resolve
   • ability to develop options, identifying pros and cons and give well thought out and clear recommendations for solutions or decisions
   • respond promptly to emerging problems and issues, keeping client advised throughout
4. High Quality Service

- good numeracy skills, accuracy and attention to detail in a financial environment
- a strong focus on the agreed level of service to be provided and high quality outcomes for MSPs, their support staff and SPS Staff
- takes account of differing customer needs when delivering a service, listens to what people want and takes responsibility for providing assistance
- IT skills – excellent knowledge of Microsoft Office applications, particularly Word and Excel

5. Teamwork and Collaborative Working

- the ability to form effective working relationships to achieve specific results
- a good knowledge and understanding of how issues may impact or involve other areas of the organisation
- is flexible in taking on different team roles and offers help to others in support of the team’s objectives/Service Level Agreements
- openly shares knowledge and skills to help other members of the team to develop and is approachable and sensitive towards others

Please provide evidence of these qualities in your application.

To apply, please send your application to jobs@parliament.scot by Friday, 31 March 2017. Interviews are expected to take place week commencing 18 April 2017.

Working Pattern

Full time, with applications on a job share basis welcomed.

Benefits

We offer a great range of benefits including 40.5 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:

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<thead>
<tr>
<th>Minimum</th>
<th>Year 1</th>
<th>Year 2 (Max)</th>
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<tbody>
<tr>
<td>£21,087</td>
<td>£22,449</td>
<td>£24,891</td>
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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 1,631 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 10.5 days public and privilege holidays (increasing to 11.5 days in the 2017/18 leave year. 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.

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.