



Ref: 604747

Enquiries Officer
Temporary from April 2018 to 31 March 2020
Salary Range: 25,626 to £31,770
Location: Holyrood, Edinburgh

Closing date: 5pm on 10 April 2018

About the Post

The Scottish Parliament Information Centre (SPICe) provides research, information and documentation services to the Parliament. This post is part of the Enquiries and Collections Team.

The Enquiries and Collections Team works in a fast-paced environment with constantly shifting priorities and deadlines and is responsible for:

- Managing the SPICe enquiry desk and responding to enquiries
- Providing excellent customer service
- Managing print and electronic library collections
- Producing, editing and publishing parliamentary information and information to support parliamentary business on the website and Intranet

The successful applicant will demonstrate the skills required, along with the ability to adapt to different systems/technology and to prioritise and reprioritise work to meet deadlines.

Duties

To contribute to the role of SPICe by implementing enquiry handling processes; responding to SPICe enquiries; maintaining and developing information resources; and working collaboratively with colleagues on enquiries and publications.

Reporting to an Enquiries Manager, your responsibilities will include:

Enquiry work

- Answering in depth enquiries to deadline
- In the absence of the Enquiries Manager, allocating enquiries received to members of the Enquiries and Collections Team or researchers

Customer service

- Working on the SPICe desk on a rota basis and responding to in person and telephone enquiries
- Liaising with customers, including managing their expectations
- Providing SPICe induction talks

Parliamentary information

- Maintaining parliamentary data on Common Data database
- Maintaining, producing and publishing SPICe information sources on the website (eg fact sheets, MSP biographical information)
- Contributing to the production of the Scottish Parliament statistics volume

Contributing to the work of SPICe

- Working collaboratively with SPICe research units on enquiries and publications (for example, country briefings, material for parliamentary debates, SPICe blog)
- Liaising with research units to increase understanding of subjects, workloads, sources to use and hot topics; and sharing knowledge gained with the rest of the Enquiries and Collections Team

Skills, Knowledge and Experience Required

A relevant professional qualification (eg a CILIP accredited degree in library and information studies or Chartered Membership of CILIP) and/or relevant experience of working in a library or information service would be helpful. Experience of data visualisation would also be an advantage.

1. Enquiry Handling Skills

- excellent analytical skills
- expertise in using both print and electronic reference resources
- ability to compile and present an enquiry response effectively

2. Customer Service

- ability to understand customer needs
- ability to work calmly under pressure
- listening skills
- ability to work using own initiative if necessary to resolve issues

3. Parliamentary and Political Awareness

- an interest in current affairs and awareness of how the Scottish Parliament works
- the ability to quickly build a high level of relevant knowledge
- a methodological approach to maintaining the level of knowledge required to carry out your role effectively

4. Team work and Collaborative Working

- ability to form effective working relationships within your immediate team, and more widely, to achieve specific results
- ability to constructively challenge behaviour which is not collaborative
- ability to identify the interests of other offices and involve relevant staff in discussions

5. Digital Skills

- knowledge of a range of software (eg Microsoft and Adobe range of packages)
- knowledge of IT systems (eg content management systems, databases)
- the ability to adapt quickly to and use new technology or digital tools

6. Improvement, Innovation and Change

- commitment to continuous improvement
- ability to respond positively and quickly to change and to encourage team members to do the same

Your application should provide some evidence of these qualities.

To apply, please send your application form to jobs@parliament.scot by 5pm on 10 April 2018

Interviews

There will be a 30 minute written exercise as part of the interview process.

Working Pattern



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

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 which is the full-time salary:

Minimum	Year 1	Year 2 (Max)
£25,626	£28,389	£31,770

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.

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 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

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.