Delivering for Excellence  
Administrator, Grade 2

The Scottish Parliament is a values-led organisation which means our values (Stewardship, Excellence, Inclusiveness, and Respect) are at the centre of everything we do. These values are embedded in this role and you will be expected to actively demonstrate the standards and behaviours set out in the Main Duties and Key Requirements detailed below.

**Stewardship:** Focusing on the longer term to ensure we are leaving things better than we found them and putting our shared interests ahead of any individual or team.

Your main responsibilities will involve:

- Carrying out and taking ownership of administrative processes from end to end, including compiling statistics, updating documents, monitoring budgets and using the Parliament’s financial and records management systems
- Managing own and team members’ inboxes, including responding to enquiries, updating trackers and systems and escalating any contentious issues in accordance with the team’s service level agreements

And in delivering these you will have:

- Sound analytical skills and good judgement to inform decisions both about your own responsibilities and those of others
- The ability to approach problems you face in a politically sensitive way, always maintaining confidentiality and ensuring the security of data

**Excellence:** Taking care to enhance our reputation in everything we do. Using our skills and resources efficiently and effectively to deliver high-quality sustainable results.

Your main responsibilities will involve:

- Using your IT and digital skills to enhance how you carry out your role and support the work of your team, including daily use of Microsoft Office packages and applications
- Preparing information in accordance with the team’s service level agreement, including monitoring the procedures involved and suggesting changes and efficiencies to enable the continual improvement of service quality

And in delivering these you will have:

- The ability to take on new or additional responsibilities to further own development, including trying new ways of working and embracing technology
- The ability to balance and prioritise competing demands with the foresight to plan ahead and anticipate workload peaks
**Respect:** Appreciating difference, building cohesive teams and fostering the values and experiences of diversity.

Your main responsibilities will involve:

- Meeting and greeting people attending Parliament on official business, ensuring their connection with us is positive and accessible from first contact
- Assisting team members to draft web content in plain English, meeting the needs of our target audiences, and updating the content management system

And in delivering these you will have:

- An ability to take account of others’ needs when delivering a service and uses a proactive approach to ensure expectations are being met
- Openly shares knowledge and skills to help other members of the team to develop and is approachable and sensitive towards others

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**Inclusiveness:** Understanding the big picture and seeking out alternative perspectives. Every colleague feels they can make a valued contribution and deliver their best work.

Your main responsibilities will involve:

- Arranging meetings, visits and events, including requesting and issuing documentation, assisting in the editing and publishing of documents, drafting agendas and taking and issuing minutes
- Providing support to team members in a proactive manner by devising efficient systems and/or using corporate systems effectively to ensure data and records are accurate and accessible in accordance with the Parliament’s Information Governance frameworks

And in delivering these you will have:

- Excellent time management and organisational skills and ability to work under pressure and to tight deadlines to meet team’s service level agreements
- The ability to explain or pass on complex or detailed information precisely and clearly to a diverse range of people, at different levels, demands and requirements
Getting in touch

If you would like to have an informal discussion about the role please contact Leah Mitchell, HR Advisor on (0131) 348 6838 or email leah.mitchell@parliament.scot

Terms and conditions of employment

Salary

The minimum starting salary for this post is per annum, paid monthly by bank credit transfer. You'll 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:

<table>
<thead>
<tr>
<th>Minimum</th>
<th>Year 1</th>
<th>Year 2</th>
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<tbody>
<tr>
<td>£22,493</td>
<td>£23,895</td>
<td>£26,411</td>
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Hours

The way the Parliament works means that you may 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'll be required to work within these arrangements.

Considering your individual working pattern, you'll be contracted to work 1623.6 hours per year. This is the equivalent to a 37-hour week, excluding breaks. If you work on a part-time basis, you'll 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'll 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.

Benefits

We offer excellent benefits including:

- opportunities for flexible working during your working week
- option to join the Civil Service pension arrangement
- comprehensive development programmes and
- access to a range of health and wellbeing initiatives including access to confidential counselling and information services, cycle to work scheme, an onsite gym facility and corporate gym membership at discount rates.

Full details can be found here.

Pension

Unless staff choose otherwise we offer the opportunity to join the Civil Service pension arrangements. We’ll make 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. You’re free to continue in employment for as long as you wish subject to the normal rules concerning Performance, Attendance and Conduct.

Travel and other expenses

We pay travelling and other expenses if you incur them whilst on official duty. 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 6 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. 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.

Health Assessment and Security Clearance

If you’re successful at interview, you’ll be asked to complete a health assessment form. If necessary, we may ask you to attend a medical assessment, carried out by our occupational health supplier. 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’s also to find out if we need to carry out any adjustments to help you do your job.

Security clearance is required for this post. If you are successful we will ask you to complete a security questionnaire. The 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**

You must 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.

There are no nationality restrictions on who the SPCB employs.

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