

Delivering for Excellence

Office Manager, Grade 3

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.

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:

- Developing and maintaining office and operational processes and workflows to ensure they are fit-for-purpose. Producing all relevant office project documentation.
- Gathering data from a range of sources to report progress against office KPIs, contracts and office project milestones. Provide support to get any progress back on track.
- Ensuring that our BC planning assumptions are regularly peer reviewed and shared with stakeholder offices, for effective co-ordinated response in the event of a major incident.

And in delivering these you will have:

- A proactive approach to continuous improvement and a commitment to develop foundation level project management skills.
- Good judgement, confidentiality and sound analytical skills to produce accurate and relevant reports that track progress.
- A commitment to supporting corporate initiatives that improve overall organisational resilience with a politically sensitive approach.

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:

- Developing expertise in the main corporate systems and their functionality, to enhance the customer experience of engaging with the Security Office.
- Preparing responses to complaints, enquiries, FOI requests, and co-ordinating the calendars of the senior security management team so that tasks that require actioning and prioritising are at the top of each mailbox as required.
- Monitoring spend on the Security Office budgets, including operational staff costs and the Members' personal safety budgets, for review at monthly finance meetings and to meet corporate financial planning requirements.

And in delivering these you will have:

- Confidence in the use of corporate systems and embracing technology and understanding their capabilities to enable better ways of working whilst producing high quality work.
- Ability to prioritise and self-motivate with strong organisational and administrative skills.
- A proactive approach to communication, where accuracy and close attention to detail are demonstrated.

Respect

Appreciating difference, building cohesive teams and fostering the values and experiences of diversity.

Your main responsibilities will involve:

- Working with colleagues to identify administrative and office improvements, acting on suggestions and ideas.
- Training colleagues on office systems and processes, such as financial monitoring and pass studio, so that there is resilience and continuity for key administrative functions in the event of absence.
- Supporting office and operational communications by scheduling regular team meetings, engaging with staff to identify areas for discussion, pursuing actions, updating tracker documents, and drafting content for a regular newsletter.

And in delivering these you will have:

- A collaborative approach, coupled with good listening skills, which takes account of others' views when developing processes or seeking ways to improve services and further your own development.
- A good understanding of the organisation and the ability to develop, grow and maintain effective working relationships. Experience in training others whilst sharing own knowledge, skills and experience to help colleagues develop.
- Confident written and verbal skills when communicating with a wide range of people, able to produce documents in varying accessible styles and formats.

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:

- Providing support to the personnel security team, ensuring that cover is available in the event of absence.
- Actively seeking feedback from colleagues in the Security Office on your work and adapting your approach accordingly.
- Coaching colleagues to gain confidence and experience in office systems, listening to and acting on any suggestions for improvements.

And in delivering these you will have:

- Influencing skills to successfully negotiate administrative support from colleagues whilst working under pressure and to tight deadlines.
- A collaborative, flexible and open approach to situations with effective listening skills and the resilience to respond positively to feedback.
- A willingness to openly share your knowledge and skills, being approachable and considerate to the needs of others.