

# Delivering for Excellence

## Part-time Enquiries Officer x 2, Grade 3

The Scottish Parliament is a values-led organisation which means our values (Stewardship, Excellence, Inclusiveness, and Respect) are at the center 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:

- Contributing to the accuracy of the Parliament's corporate memory by maintaining and publishing parliamentary data and information, including parliamentary statistics and data relating the Scottish Parliament election
- Contributing to the continuous improvement of the research and information services that SPICe provides to Members, parliamentary committees and to the staff of the Parliament

And in delivering these you will have:

- A good understanding of current political issues and of the role of SPICe with the ability to develop and maintain a high level of relevant knowledge
- The ability to operate in a fluid political environment to provide impartial and impactful information to MSP, their staff and parliamentary staff
- A commitment to producing high quality, accurate and timely information

## 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:

- Delivering high quality responses to in depth enquiries and, in the absence of the Enquiries Managers, allocating enquiries to SPICe colleagues
- Working collaboratively with research colleagues to prepare 'Material for Debates' to support Chamber business
- Preparing high quality blog articles on subjects of topical interest to MSPs and their constituents

And in delivering these you will have:

- Excellent analytical skills and good judgement, with experience in the use of both print and electronic reference resources
- Good organisational skills, including the ability to prioritise and meet competing deadlines across many different work streams.
- The ability to communicate both orally and in writing with brevity, accuracy and impartiality

## Respect

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

Your main responsibilities will involve:

- Establishing positive and effective internal and external relationships to deliver high quality services
- Working within the values of the Parliamentary Service and contributing to an inclusive working environment

And in delivering these you will have:

- Well-developed interpersonal skills and the ability to build relationships with colleagues at all levels through open communication
- A commitment to equality, diversity and tackling exclusion including showing respect for colleagues' expertise, skills, experience and knowledge and valuing their strengths and contribution to the work of the Parliament

## 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:

- Developing relationships with customers to understand their needs, resolve issues and manage their expectations about SPICe services
- Positively contributing to office wide or corporate projects or initiatives

And in delivering these you will have:

- The ability to work inclusively with a diverse range of people with an understanding of the needs of the end user when developing services
- A track record of working collaboratively with others, and a willingness to share knowledge and information to improve SPICe services
- A proactive and flexible approach to work including the ability to work effectively in a team and on your own initiative