

Delivering for Excellence

People Services 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.

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:

- Being accountable for carrying out and taking ownership of all people services administrative processes
- Being first line response to enquiries, managing own and shared mailboxes, escalating contentious issues in accordance with service level agreements
- Developing expertise of policies and legislative entitlements with a view to providing expert advice to all service users.

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:

- Utilising digital skills to enhance how you carry out your role and support the work of your team
- Monitoring processes and suggesting efficiencies to enable the continual improvement of service quality
- Carrying out administrative tasks in relation to processing the full employment cycle
- Drafting accurate documentation, publishing and issuing in line with our monitoring processes

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:

- Maintaining effective working relationships with colleagues, MSPs and their staff, gaining their trust and confidence in the services you provide
- Answering queries from a variety of individuals on a day-to-day basis, escalating enquiries as appropriate
- Providing support to other part of the office and sharing common tasks with other administrators

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

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:

- Contributing to the wider success of the Group by supporting a centre of inclusion and wellbeing.
- Using systems effectively to ensure data and records are accurate and accessible in accordance with the Parliament's Information Governance frameworks
- Providing effective and efficient people services including arranging meetings, drafting agendas and taking and issuing minutes

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

Eligible to Apply

- Scottish Parliamentary Service staff who have the skills/experience/qualifications required. If you have worked for the SPCB for less than 6 months you will be required to seek permission from your line manager before applying. You will be expected to complete your probation period in your new role.
- Those who have been successful through the Grade 2 Administrative pool.
- Agency workers engaged by the SPCB who fall within the scope of the Agency Worker Regulations and provided their assignment will continue for the period of the recruitment exercise. Any appointment will be subject to the satisfactory completion of our pre-employment enquiries. Agency workers should also seek permission from their line managers before applying.

If you have any questions about your eligibility to apply for this vacancy, please contact the HR Office on 86500.

Other information

Line managers are asked to bring this advert to the attention of their staff (particularly those on leave or those who may not have access to the website) as soon as possible and certainly before the closing date for receipt of applications. It would be helpful if line managers ensure that all staff have access to a PC to enable them to complete their application and that staff are given a reasonable amount of time to complete it.

We intend on holding a reserve list following interviews.

For details on how we will process your personal data please refer to [HR Workers Privacy Notice](#)

