

Delivering for Excellence

BIT/Digital Service Group 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:

- 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 records management and asset 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:

- Arranging meetings, including requesting and issuing documentation, drafting agendas and taking and issuing minutes.
- Creation of and/or amendment of quotes and purchase orders.
- Working with team to ensure invoices are paid within service levels and actioning relevant queries.
- 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 interpret both written and verbal information and record meetings, raise/amend orders and handle invoice queries accurately and undertake work as requested.
- Ensuring a high level of attention to detail.
- 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:

- Supporting the team, understand accountabilities and make a meaningful contribution
- Actively listening to colleagues to understand and assess what is being asked for
- Maintaining the existing effective internal and external relationships

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:

- Working collaboratively with all BIT Admin team members to deliver team's responsibilities
- Maintaining trusted and collaborative relationships from other teams with Digital Services and throughout the Parliament
- 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
- An ability to identify when something may impact or assist another team

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](#)

