

Delivering for Excellence

Education Officer 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:

- Delivering sessions, educational tours and resources, and facilitating MSP engagement with participating education groups in the Parliament building, or through live digital sessions,
- Providing a positive experience for service-users in your communications and session delivery
- Managing communications with stakeholders regarding their bookings and engagement opportunities,

And in delivering these you will have:

- Have excellent presentation skills, both oral and written, be able to deliver confidently and build a good rapport with young people and teachers
- Show excellent parliamentary knowledge and approach your work in an impartial and politically aware way
- Show sound analytical skills, creativity and good judgement to inform decisions both about your own responsibilities and those of others

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:

- Ensuring educational engagement with the service meets the needs of service-users at all levels from upper primary to university.
- Responsibility for day-to-day management of education spaces, resources, technology, bookings and communications
- Collaborating within the Education Services team and with teams across the Scottish Parliament in development of sessions, resources and engagement, being willing to innovate and be responsive to developments in education in Scotland.

And in delivering these you will have:

- You will have a teaching, education or youth work qualification, and at least 1-year experience working with children and young people.
- Curriculum awareness to ensure sessions and resources are engaging for learners, aligned with the curriculum and accessible.
- A pro-active approach to individual and team workload planning, learning and improvement, and the service the team provides, including creating a positive first and lasting impression of the parliament.
- Excellent knowledge of Microsoft PowerPoint, Teams, and other Microsoft packages, using these to communicate effectively, to deliver engaging sessions and develop education resources through a variety of styles, levels and media.

Respect

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

Your main responsibilities will involve:

- Ensuring users' experience of engaging with us is positive and accessible from first contact.
- Understanding the varying needs of parliament users and the wide range of services and facilities which support their engagement with the parliament and visits to the parliament building.
- Developing educational engagement activities and resources through inter-office working and project development, to ensure that pupil needs are considered and met.

And in delivering these you will have:

- A collaborative and inclusive approach to service design and delivery, with the ability to identify and take account of user needs and ensure these are met.
- The ability to form effective and supportive working relationships within the team and beyond, showing flexibility in taking on different team roles.
- An awareness of needs of other building users and a collaborative approach to shared spaces, resources, and purpose

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 within the agreed programme management systems and priorities of the team on allocated projects
- Assisting in the development of our education sessions as an inclusive, friendly environment, including contributing to the development of our accessibility and engagement policies and practices
- Playing an active role in the development and maintenance of a network of contacts identified as important to the continuous improvement of the service.

And in delivering these you will have:

- Have excellent time management and organisational skills and ability to work under pressure and to deadlines
- Show an awareness and understanding of the issues regarding accessibility and inclusivity requirements and promote relevant content or routes for engaging
- A proactive approach to building and maintaining relationships with key stakeholders and networks, with an ability to raise awareness and participation in services offered.