

# Delivering for Excellence

## Head of Secretariat, Grade 5

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:

- Acting as Secretary to the SPCB, including advising the Clerk/Chief Executive and Presiding Officer on meeting management, to ensure the most effective delivery of business
- Identifying issues that may impact on the reputation of the Parliament, including on the reputation of the Presiding Officers, Clerk/Chief Executive, SET and the SPCB
- Working with the Head of Operations and other senior staff to support handling and management of issues, some of which will be high profile and novel and contentious

And in delivering these you will have:

- Excellent communication skills, and experience of providing clear, consistent, accurate and coherent advice to senior stakeholders, both in writing and verbally
- Knowledge, understanding and experience of advising on parliamentary issues, with a good understanding of the political, constitutional and cultural context within which the Parliament operates
- Ability to operate at pace and under pressure, in situations where ambiguity exists

## 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:

- Proactively leading and co-ordinating management of SPCB and SET work programmes and agendas, support for SPCB question times and SPCB committee appearances
- Managing provision of support to SET members for significant parliamentary projects and initiatives, including providing support personally for high profile or contentious projects
- Lead on continuously reviewing and enhancing support to SPCB and SET, including through developing systems and processes to effectively track and monitor governance and other requirements of SET members

And in delivering these you will have:

- A proactive and collaborative approach to work, being able to work on your own initiative, but also when to seek support and guidance
- Excellent organisational skills including the ability to prioritise and meet competing deadlines across many different work streams
- The ability to lead continuous improvement initiatives and have the confidence and curiosity to challenge existing practices, ensuring that change is effectively managed and colleagues are engaged and motivated

## Respect

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

Your main responsibilities will involve:

- Establishing and maintaining effective internal and external relationships with colleagues at all levels, recognising the value their strengths, skills, experience and knowledge can bring to the support you provide to the SPCB and SET.
- Advising, influencing and often, persuading others, including senior colleagues, to adopt approaches they don't, at first, agree with.
- A clear commitment to diversity and tackling exclusion, and ensuring that health, safety, and wellbeing of all colleagues is valued.

And in delivering these you will have:

- The ability to build and maintain effective, trusting relationships based on good, open communications and constructive contribution.
- Experience of influencing and persuading senior colleagues, including experience of working in an environment where conflict can emerge, and an ability to deal with this effectively.
- A reputation for impartiality and integrity, including challenging inappropriate behaviours, and taking action to promote inclusivity and diversity.

## 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:

- Effectively managing and leading a small team providing support to the SPCB, SET and SET members, along with specialised support for the Clerk/Chief Executive and Deputy Clerk/Chief Executive
- Working collaboratively and flexibly across the Office and with other managers in the Chief Executive's group to ensure effective delivery of the work of the group
- Liaising with internal and external contacts at all levels, and centrally co-ordinating the efforts of colleagues to ensure work is being delivered according to the needs of the SPCB and SET

And in delivering these you will have:

- A coaching style of leadership which empowers and encourages high performance, creativity and flexibility, encouraging colleagues to perform to the best of their ability
- Well-developed interpersonal skills, with the ability to work effectively and inclusively with colleagues at all levels through open communication, showing respect for their expertise and specialism.
- The ability to work inclusively both within the Parliament and externally, and the ability to bring colleagues together to deliver high quality work according to the needs of the SPCB and SET