

Delivering for Excellence

Head of Enquiries and Collections, Grade 5

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:

- Supporting information specialists to deliver high-performance results, including providing leadership in politically sensitive matters.
- 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.
- Leading change management or continuous improvement projects, including the design of new value-added products and services.

And in delivering these you will have:

- A thorough understanding of current political issues and an ability to exercise sound judgement in a fluid political environment.
- Commitment to continuous improvement with previous experience of reviewing processes and improving services.
- An ability to look beyond the Parliament's boundaries to anticipate future trends in information management and identify how these can improve SPICe.

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:

- As part of SPICe management team, contributing to the efficient management of resources, contracts and budgets.
- Accountability for the performance and delivery of a team of information specialists, delivering enquiry, collection and parliamentary information services to meet the needs of the Parliament.
- Developing your own knowledge and skills and supporting others to do the same to deliver high quality services.

And in delivering these you will have:

- The ability to lead a multi-functional team, defining and delivering information services to meet the needs of the Parliament.
- The ability to work under pressure and on your own initiative to tight deadlines and to prioritise your workload and that of others.
- A commitment to actively seeking opportunities to develop and enhance your own role to meet changing priorities.

Respect

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

Your main responsibilities will involve:

- Establishing effective relationships and working closely with colleagues across the parliamentary service, recognising the value of their strengths, skills, experience and knowledge.
- Developing an effective network with colleagues, and strong engagement with customers, to ensure working relationships are maintained and issues are handled promptly.
- Coaching and mentoring team members to reach their potential and contribute fully to the work of SPICe and the Parliament.

And in delivering these you will have:

- A coaching style of leadership, inspiring team members to develop new skills and improve performance to deliver efficient and effective services.
- 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.

- An understanding of the needs of the end-user when developing and delivering services and the ability to inspire others to take account of those needs.

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 SPICe research colleagues to deliver a coherent joined-up service in line with key priorities.
- Developing and maintaining relationships with external information providers (Scottish Government, public bodies, other parliamentary services) to ensure the delivery of a high-quality and excellent information service.
- Positively contributing to and participating in organisation-wide projects and initiatives

And in delivering these you will have:

- A track record of working collaboratively with others and willingness to share knowledge and information to improve SPICe services.
- The ability to develop and maintain strong internal and external relationships.
- A proactive and flexible approach to work including the ability to work effectively in a team and on your own initiative.

Eligible to Apply

- Scottish Parliamentary Service staff who have the skills/experience/ qualifications required and have passed their probation.
- Agency workers engaged by the SPCB who fall within the scope of the Agency Worker Regulations; have been on assignment for 6 months by the advertised closing date; 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](#)