

Delivering for Excellence

Administrators, 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 and records 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:

- Using your IT and digital skills to enhance how you carry out your role and support the work of your team, including daily use of Microsoft Office packages and applications
- 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 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:

- Meeting and greeting people attending Parliament on official business, ensuring their connection with us is positive and accessible from first contact
- Assisting team members to draft web content in plain English, updating the content management system and producing high quality content for Twitter to promote the work of the Committee

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
- The ability to openly share 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:

- Arranging meetings, visits and events, including requesting and issuing documentation, assisting in the editing and publishing of documents, drafting agendas and taking and issuing minutes
- 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.