

UNLOCKING POTENTIAL TRANSFORMING LIVES



APPLICANT PACK

Thank you for your interest in the above role. Below, you will find the job description and person specification, outlining how the different criteria will be assessed throughout the recruitment process. You will also find information on the recruitment and selection process and key dates.

Job Description

| Job Purpose | |
|--|---|
| The purpose of this role is to administer the visit booking process and provide general administrative services to the Operations Group. | |
| Key Responsibilities | |
| 1 | To record visits, agents and appeal courts booked via the telephone booking line and email and ensure all details are accurately recorded on PR2. Liaise with agents and criminal desk staff. |
| 2 | To respond to written enquiries within appropriate timescales, standards and in accordance with the Data Protection Act. |
| 3 | Co-ordinate the video conferencing facilities including Agents visits, Court Hearings and Family Visits. |
| 4 | Co-ordinate the video conferencing booking system and ensure protocols are adhered to and maintained. |
| 5 | Carry out appropriate level of record keeping/filing to ensure secure storage and maintenance of data and produce stats with regards to visits. |
| 6 | To provide an administrative service to the Operations function as appropriate. This includes co-ordinating weekly stats/figures for the Head of Operations and Visit Management. |

Person Specification & Assessment Information

Our selection approach is based upon the principle of merit which means that we will look to appointment the person who best meets the requirements of the role as outlined in the person specification. In determining the most meritorious candidate, applicants will be assessed against the published criteria during the selection process, as detailed below. The most meritorious candidate will be the one who best meets the essential criteria for the role.

Performance against any published desirable criteria will only be considered where two or more candidates have performed equally against the essential criteria and there is a need to use the desirable criteria to identify the preferred candidate.

| Criteria | Essential/Desirable? | When assessed? |
|---|----------------------|--------------------------|
| Qualifications | | |
| Minimum of Five National 5 or equivalent (qualifications) including English and Mathematics or relevant experience gained in a similar role and/or environment. | Essential | Application |
| Experience | | |
| Competent in the use of MS packages including Excel, Word and Outlook etc. | Essential | Application Interview |
| Competent and experience in all aspects of administration. | Essential | Interview |
| Previous experience working in a secure and confidential environment. | Desirable | Interview |
| Knowledge & Skills | | |
| Ability to effectively prioritise workload to meet departmental and organisational deadlines. | Essential | Interview |
| Well-developed communication skills at all organisational levels, across a range of media. | Essential | Application Interview |
| To ensure accuracy and attention to detail. | Essential | Interview |
| Excellent interpersonal skills with the ability to work on your own or as a part of a team. | Essential | Interview |

Selection Process Key Dates

| | | | |
|--|-------------------|-------------|---------|
| Vacancy Closes for Applications | 25 September 2020 | Time | 12 Noon |
| Interview Date* | 12 September 2020 | | |

*please note interview dates are subject to change.

If you have any queries regarding the vacancy or have a disability which you feel may affect your performance at any stage in the recruitment and selection process, please contact **Rachael Ferguson** by email at: **Rachael.Ferguson2@sps.pnn.gov.uk** or by telephone on: **01324 722213** to allow reasonable adjustments to be made to assist you.

