

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	
<p>The post holder will be the first line support for all local IT systems, providing support and guidance to users within the establishment on all core SPS applications and the MS Office suite.</p> <p>The post holder will also provide effective administration support to the Business Improvement team and contribute to achieving their objectives and deadlines.</p> <p>Working pattern will be:</p> <p>Monday to Thursday 7:30am - 16:00pm (1 hour lunch) Friday 7.30am - 15:30pm (1 hour lunch)</p>	
Key Responsibilities	
1	Provide technical support to users within the establishment on all SPS IT applications including MS Office, our electronic Prisoner Records System (PR2), SharePoint, prisoner PIN phone system (SPOT) and Business Objects
2	Responsible for maintaining all IT equipment within the establishment and ensuring an up to date local asset register is kept of all IT equipment
3	Responsible for the establishments SharePoint site, providing users with the appropriate access and ensuring all information available on the site is kept up to date.
4	Monitor the use of SPS applications and review user access to ensure it is relevant to each post holder's role, ensuring to highlight any violations.
5	Verify relevant data held on all SPS applications, collate and communicate the information both internally and externally as required.
6	Provide effective administration support to the Business Improvement team as required. This will include but is not limited to, filing, photocopying, data input, data upload and dealing with telephone enquiries

Person Specification & Assessment Information

Our selection approach is based upon the principle of merit which means that we will look to appoint 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		
5 National 5 at Grade C or above (including English & Maths/Arithmetic) or equivalent qualifications or minimum of 1 years' relevant experience ESSENTIAL		Application Form
Experience		
Competent & experienced in use of the Microsoft Office packages and working knowledge of IT equipment and networks. ESSENTIAL		Competency Sift and Interview
Experience of working with confidential information ESSENTIAL		Competency Sift and Interview
Experience in all aspects of administration ESSENTIAL		Competency Sift and Interview
Knowledge & Skills		
Excellent communication and inter-personal skills with the ability to work individually or as part of a team. ESSENTIAL		Competency Sift and Interview
Ability to work to a high degree of accuracy and efficiency and be able to prioritise workload to meet organisational and departmental deadlines. ESSENTIAL		Competency Sift and Interview

<p>Good numeracy skills including the ability to analyse and interrogate a wide range of information.</p> <p>ESSENTIAL</p>		Competency Sift and Interview
<p>Ability to identify issues and proactively implement effective solutions.</p> <p>ESSENTIAL</p>		Competency Sift and Interview

Selection Process Key Dates

Vacancy Closes for Applications	Click here to enter a date.	Time	
Interview Date*	Click here to enter a date.		

***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 **Name** by email at: **Insert Email Address** or by telephone on: **Phone Number** to allow reasonable adjustments to be made to assist you.

