

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	
You will provide an administration service to support daily business and will directly contribute towards the provision of a high quality, responsive service to all customers.	
Key Responsibilities	
1	Undertake a wide range of role specific and general administrative duties.
2	Co-ordinate, attend and take minutes of relevant meetings and complaint hearings, ensuring that minutes are accurate and action points are recorded.
3	First point of contact for any queries made to the team by email, telephone or in person ensuring these are dealt with in a timely and sensitive manner.
4	Required to handle confidential information and follow correct administrative protocols and procedures whilst maintaining an appropriate level of record keeping/ filing to ensure secure storage and maintenance of data.
5	Other duties, commensurate with role and level within the organisation, deemed necessary to ensure the continuation of an effective and efficient service.
6	

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 5 standard grades (or equivalent) at grade 3 or above, including English and Maths/Arithmetic or relevant administration experience	ESSENTIAL	Application Interview
Successful completion of warrants course or willing to work towards.	DESIRABLE	Interview
Experience		
An understanding of general administrative duties within a busy office setting and an outline of what skills you will bring to the role.	ESSENTIAL	Application Interview
Competent in the use of Microsoft packages including Excel, Word, and Outlook.	ESSENTIAL	Application Interview
Knowledge & Skills		
Well-developed written and oral communication skills across a wide range of media including email, telephone, minute taking and report writing.	ESSENTIAL	Application Interview
Ability to plan and prioritise your workload to meet deadlines.	ESSENTIAL	Interview
Excellent interpersonal skills with the ability to work on your own and as part of a team.	ESSENTIAL	Interview
Accurate and sound analytical and numerical skills.	ESSENTIAL	Interview

Selection Process Key Dates

Vacancy Closes for Applications	<input type="text"/> 2022	Time	23:55
Interview Date*	<input type="text"/>		

***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 Margaret McFadden by email at: **LowMossHumanResources@prisons.gov.uk** or by telephone on: **0141 762 9513** to allow reasonable adjustments to be made to assist you.

