

# UNLOCKING POTENTIAL TRANSFORMING LIVES



## APPLICANT PACK

### Agents/ Visits Admin Assistant

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	
To provide general administrative services for Agents Visits. Facilitate a booking service for Agents Visits (including a variety of other service providers), co-ordination of Video Conferencing facilities for the Appeals Courts and other court services. This role is the point of contact for visiting agents, Police, external partner agencies, SPS establishments and the Appeal Courts.	
Key Responsibilities	
1	Co-ordinate and facilitation of the video conferencing facility for the purpose of the Agents Visits and the Appeal Courts and Sheriff Court.
2	Operate the Video Conferencing equipment and check the identity of the caller before authorising Prison staff to bring in the prisoner.
3	Update prisoner records including Prisoner Record System (PR2) and also organise data and maintain accurate records.
4	To communicate professionally and effectively with internal and external enquiries.
5	To maintain accurate filing systems within the Agents/ Visits.
6	To carry out any other administrative duties as required by the Gate/Visit FLM.

#### 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?
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Specification]Qualifications		
2 National 5 at Grade C or above (including English & Maths/Arithmetic) or equivalent qualifications or relevant experience ESSENTIAL	Essential	Sift
Experience		
Competent and experienced in all aspects of administration	Essential	Sift & competency interview
Competent in the use of Microsoft Office packages including Excel, Word, Outlook etc	Essential	Sift & competency interview
Knowledge & Skills		
Ability to effectively prioritise workload to meet departmental and organisational deadlines	Essential	Sift & competency interview
Excellent skills in both written and verbal to communicate confidently and effectively	Essential	Sift & competency interview
Ensure accuracy and attention to detail	Essential	Sift & competency interview
Ability to work individually and as part of a team	Essential	Sift & competency interview

Selection Process Key Dates

Vacancy Closes for Applications	<input type="text"/>	Time	12.00
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 **HR Team** by email at: **EdinburghHRTeam@sps.pnn.gov.uk** or by telephone on: **0131 444 3010** to allow reasonable adjustments to be made to assist you.

