



Maintenance Services – Business Support Officer

Assessment Information

Thank you for your interest in the above role. Below, you will find information on how the different competencies outlined in the person specification will be assessed throughout the Recruitment process as well as information on the vacancy timeline. Throughout the process, you will be assessed against the competencies captured in the person specification and the key behaviours set out in the SPS Behavioural Competency Framework (BCF). All Recruitment at SPS is based on the Behavioural Competency Framework which outlines the key behaviours and standards required both of applicants and existing staff. Further details on the SPS Behavioural Competency Framework can be found on the Careers section of our website.

Competencies you will be assessed against:

Person Specification	Essential /Desirable	Assessment
Qualifications		
Minimum of 5 National 5 (or equivalent) including English and Mathematics and experience gained in a similar role and/or environment.	ESSENTIAL	Application
A full driving licence that enables the person to drive in the UK. However the SPS is willing to consider proposals put forward by applicants to carry out the duties by any other means.	DESIRABLE	Application Interview
Experience		

Proficient in carrying out general administrative duties and the use of IT systems, including the Microsoft Office suite.	ESSENTIAL	Application Interview
Knowledge and experience in the use and operation of Computerised Maintenance Management Systems, including performance and fault reporting.	DESIRABLE	Interview
Experience and knowledge of administration for performance monitoring, scheduling and performance reporting of maintenance of building services and assets through maintenance contracts, systems and processes.	DESIRABLE	Interview
Knowledge & Skills		
Evidence of providing effective support and direction to teams along with the ability to effectively prioritise and manage your own workload.	ESSENTIAL	Interview
Well-developed communication and interpersonal skills at all organisational levels, across a range of media with the ability to work on own initiative or as part of a team.	ESSENTIAL	Interview
Ability to prioritise workload to meet regional, departmental and organisational deadlines with the ability to delegate or escalate as required.	ESSENTIAL	Interview
Performance monitoring, profiling and reporting skills for contracts, budgets and computerised systems.	ESSENTIAL	Interview

Selection Process Timeline:

Application Window	<p>Live: 11 January 2019</p> <p>Close: 25 January 2019</p>
Initial Application Review	<p>31 January 2019</p> <p>Your application will be reviewed to determine whether you will be shortlisted for the next stage of the assessment process.</p> <p>You will be notified of the outcome of the shortlisting process via the online recruitment system.</p>

Assessment Day**12 February 2019**

This assessment day will consist of an Interview. Further information will be provided to candidates progressing to this stage of the process by way of a formal invite to assessment.