

# UNLOCKING POTENTIAL TRANSFORMING LIVES



## Visits Administrator

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 team	
Key Responsibilities	
1	To record visits booked via the telephone booking line and email and ensure all details are accurately recorded on PR2.
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 and Court Hearings.
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 function as appropriate.

### 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 2 National 5 (or equivalent) qualifications including English and Mathematics or relevant experience gained in a similar role.	Essential	Application
<b>Experience</b>		
Competent in the use of Microsoft Office packages including Excel, Word and Outlook.	Essential	Sift
Competent and experience in all aspects of administration.	Essential	Sift
Experience of managing high volume of telephone calls.	Essential	Interview
<b>Knowledge &amp; Skills</b>		
Well-developed communication skills at all levels, across a range of media.	Essential	Interview]
Ability to effectively prioritise workload to meet departmental deadlines	Essential	Interview
Excellent interpersonal skills with the ability to work on your own or as part of a team	Essential	Interview]
Ability to work with secure and confidential information ensuring accuracy and attention to detail.	Essential	Interview

## Selection Process Key Dates

<b>Vacancy Closes for Applications</b>	28 February 2020	<b>Time</b>	23.55
<b>Interview Date*</b>	12 March 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 **Caroline Tulloch** by email at: [Caroline.tulloch@sps.pnn.gov.uk](mailto:Caroline.tulloch@sps.pnn.gov.uk) or by telephone on: **0141 762 9512** to allow reasonable adjustments to be made to assist you.

