

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	
The purpose of this role is to administer the visit booking process and provide general administrative services to the Operations Group.	
Key Responsibilities	
1	To record visits, agents and appeal courts booked via the telephone booking line and email and ensure all details are accurately recorded on PR2. Liaise with agents and criminal desk staff.
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, Court Hearings and Family Visits.
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 Operations function as appropriate. This includes co-ordinating weekly stats/figures for the Head of Operations and Visit Management.

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 Five National 5 or equivalent (qualifications) including English and Mathematics or relevant experience gained in a similar role and/or environment.	Essential	Application
Experience		
Competent in the use of MS packages including Excel, Word and Outlook etc.	Essential	Application Interview
Competent and experience in all aspects of administration.	Essential	Interview
Previous experience working in a secure and confidential environment.	Desirable	Interview
Knowledge & Skills		
Ability to effectively prioritise workload to meet departmental and organisational deadlines.	Essential	Interview
Well-developed communication skills at all organisational levels, across a range of media.	Essential	Application Interview
To ensure accuracy and attention to detail.	Essential	Interview
Excellent interpersonal skills with the ability to work on your own or as a part of a team.	Essential	Interview

Selection Process Key Dates

Vacancy Closes for Applications	25 September 2020	Time	12 Noon
Interview Date*	12 September 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 **Rachael Ferguson** by email at: **Rachael.Ferguson2@sps.pnn.gov.uk** or by telephone on: **01324 722213** to allow reasonable adjustments to be made to assist you.

