

UNLOCKING POTENTIAL
TRANSFORMING LIVES



APPLICANT PACK

Mail & Admin Assistant

Thank you for your interest in the above role. Below, you will find the job description and person specification with information on how criteria from the person specification 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	
<p>The post holder will be part of the Finance & Administration team at HMP Inverness. The post holder's main duty will be processing the mail received into the Establishment – Royal Mail deliveries, internal mail and email-a-prisoner etc. Scanning mail through the X-Ray machine, sorting and distributing. This position will be job-shared in order to carry out mail administration on a Saturday.</p> <p>Being part of a multi-functional team, other administration tasks will be part of this role, including – answering switchboard telephone & email enquiries, booking prisoner visits, general data input e.g. updating prisoner records, prisoner mobile/PIN phone administration and assistance within the prisoners canteen when required (manual handling duties may be required).</p>	
Key Responsibilities	
1	To collect and log the mail & email-a-prisoner correspondence received into the Establishment, ensuring all necessary processes and procedures are followed daily.
2	To provide general administrative duties such as answering the telephone, filing, data input. Ensuring secure storage and maintenance of data.
3	Assist in the processing of prisoner Wages/PPC/Canteen and phone transactions through appropriate SPS systems.
4	Assist in the maintenance of the prisoner mobile phone database – issuing and returns of mobile phones.
5	Required to handle confidential information and follow correct administrative protocols and procedures.
6	As part of a multi-functional team, the post holder will be required to carry out other tasks/relief cover as specified by the Office Manager, commensurate with their grade. This may include some manual handling duties.

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	or	Stage of Selection Process Assessed
Qualifications			
Minimum of 2 National 5 or equivalent qualifications including English and Mathematics or relevant experience gained in a similar role/environment.	<input type="checkbox"/>		<input type="checkbox"/>
	<input type="checkbox"/>		<input type="checkbox"/>
Knowledge, Skills & Experience			
Experience of carrying out administrative duties – such as answering of telephones, filing and input of data etc with experience of MS Office packages, specifically Microsoft Word, Excel and Outlook.	<input type="checkbox"/>		Application/Interview
Excellent interpersonal skills with the ability to work on your own and as part of a team.	<input type="checkbox"/>		Application/Interview
Well-developed written and oral communication skills.	<input type="checkbox"/>		Application/Interview
Ability to record confidential information accurately and have excellent attention to detail.	<input type="checkbox"/>		Application/Interview
Behaviours			
<input type="checkbox"/>	<input type="checkbox"/>		Interview
<input type="checkbox"/>	<input type="checkbox"/>		Interview
<input type="checkbox"/>	<input type="checkbox"/>		Interview

<input type="text"/>	<input type="text"/>	Interview
----------------------	----------------------	-----------

For further information regarding the expectations in regard to behaviours, candidates should reference the [Competencies for Success Framework](#).

Selection Process Key Dates

Vacancy Closes for Applications	<input type="text"/>	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 **Emma Wishart** by email at: emma.wishart@prisons.gov.scot or by telephone on: **01463 229003** to allow reasonable adjustments to be made to assist you.

