UNLOCKING POTENTIAL
TRANSFORMING LIVES

SPS
SCOTTISH PRISON SERVICE

APPLICANT PACK
SERVICES 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
You will contribute towards the provision of a quality Support Service carrying out a variety of functions covering Registry, Paper keeping, Mail and Courier Services together with administrative support and other ad-hoc services as required. In this Multi-Task role the amount of time spent on each activity will vary on a day-to-day basis and will be dependent on those deemed essential for the efficient and effective operation of the corporate functions.

Key Responsibilities	
1	Create, maintain, track, review and destroy centrally held files for SPS staff, prisoners and those relating to SPS and Scottish Government Policies.
2	Administer the movement of Royal Mail and electronically record the movement of SPS internal mail.
3	Assist in the provision of Reprographic services.
4	Arrange for the provision of courier services.
5	Respond to queries from both internal and external bodies e.g. Police Scotland, Social Workers, SPS Establishments etc. relating to general registry and archiving matters.
6	Cover for the Reception/Security Team as and when required.

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		
2 Standard Grades at Level 3 or above, including English and Mathematics / Arithmetic, or relevant experience in a similar environment.	**ESSENTIAL**	Application
Experience		
Experience of filing, archiving and record keeping systems.	**ESSENTIAL**	Application Interview
Excellent IT skills in Microsoft Word, Microsoft Outlook and Microsoft Excel.	**ESSENTIAL**	Application
Knowledge & Skills		
Excellent customer care skills.	**ESSENTIAL**	Interview
Ability to liaise with staff and customers at all levels both within the organisation and externally	**ESSENTIAL**	Interview
Ability to work on own initiative.	**ESSENTIAL**	Interview
Ability to effectively prioritise workloads to meet required timescales and deadlines.	**ESSENTIAL**	Interview

Selection Process Key Dates

Vacancy Closes for Applications	he	
Application Review	**5ᵗʰ June 2023** Your application will be reviewed to determine if you will be progressed to the next stage	
Interview	**12ᵗʰ June 2023***	

*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 **Erin Matheson** by email at: Erin.Matheson@prisons.gov.scot or by telephone on: **01324 710443** to allow reasonable adjustments to be made to assist you.