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SPS
SCOTTISH PRISON SERVICE

APPLICANT PACK

Agents/Visits Admin 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	
To provide general administration of the Agents/Visits Group. It will also facilitate a booking service for Agents Visits (including a variety of other service providers) co-ordination of Video Conferencing facilities for the Appeals Courts and other Court services. This role is the point of contact for the visiting Agents, Police, External Partner Agencies, SPS Establishments and Appeal Courts	
Key Responsibilities	
1	To communicate professionally and effectively with internal and external enquiries
2	To carry out a range of administrative tasks including photocopying, faxing, filing scanning etc, whilst adhering to the Data Protection Act and Document Retention Policy.
3	To provide a professional and efficient booking system for a variety of Agencies and Agent and co-ordinate these visits.
4	Co-ordinate and enable the video conferencing facility for the purpose of the Agents Visits and the Appeal Courts and Sheriff Court. Operate the Video Conferencing equipment and check the identity of the caller before authorising Prison staff to escort the prisoner to the call.
5	Update prisoner records including Prisoner Record System (PR2). Maintain accurate databases and manage files and archives, in compliance with the Document Retention Policy.
6	Any other duties as requested by Management consistent with Grade.

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 National 5 at Grade C or above (including English & Maths/Arithmetic) or equivalent qualifications or experience.	**ESSENTIAL**	Sift 1
Experience		
Competent and experienced in all aspects of administration	**ESSENTIAL**	Competency Sift and Interview
Competent in the use of Microsoft Office packages including Excel, Word, Outlook etc	**ESSENTIAL**	Competency Sift and Interview
Ability to effectively prioritise workload to meet departmental and organisational deadlines.	**ESSENTIAL**	Competency Sift and Interview
Knowledge & Skills		
Ability to effectively prioritise workload to meet departmental and organisational deadlines.	**ESSENTIAL**	Competency Sift and Interview
Excellent skills in both written and verbal to communicate confidently and effectively	**ESSENTIAL**	Competency Sift and Interview
Ensure accuracy and attention to detail	**ESSENTIAL**	Competency Sift and Interview
Ability to work individually and as part of a team	**ESSENTIAL**	Competency Sift and Interview

Selection Process Key Dates

Vacancy Closes for Applications	04 October 2019	Time	23.55
Interview Date*	24 October 2019		

*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 **Madeleine** Wood by email at: **madeleine.wood@sps.pnn.gov.uk** or by telephone on: **0131 444 3010** to allow reasonable adjustments to be made to assist you.