

# UNLOCKING POTENTIAL TRANSFORMING LIVES



## Visits Admin Assistant

### 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 ensuring valid documentation for laptops is approved prior to arrival and criminal desk and agent's staff. Arrange Home Office visits in an agent capacity (ICM area may be required to be used)
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, Home Office Visits, 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?
<b>Qualifications</b>		
Minimum of Two National 5 or equivalent (qualifications) including English and Mathematics or relevant experience gained in a similar role and/or environment.	Essential	Application
<b>Experience</b>		
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
<b>Knowledge &amp; Skills</b>		
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	<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 **Rhegan Jack** by email at: **Rhegan.jack@prisons.gov.scot** or by telephone on: **01324 722213** to allow reasonable adjustments to be made to assist you.

