

UNLOCKING POTENTIAL TRANSFORMING LIVES



APPLICANT PACK

BUSINESS IMPROVEMENT ADMINISTRATOR

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	
The post holder will be responsible for performing a variety of administrative tasks within Business Improvement with a particular focus on Information Management, including Data Protection, Subject Requests and Freedom of Information (FOISA). The post holder will process collate, audit and report on a range of data. The post holder will provide support to and relief cover for Administrators and will liaise with and respond to request from external stakeholders such as the Independent Prison Monitors (IPM) and the Scottish Public Services Ombudsman (SPSO).	
Key Responsibilities	
1	Collate and process information to respond to Subject Requests and FOIs in line with relevant legislation (DPA, FOISA)
2	Process, collate, audit and report critical business data and report using Microsoft Excel, Business Objects and Prisoner Records System (PR2)
3	Liaise with stakeholders such as the SPSO, IPM and manage enquiries
4	Coordinate PCF1 complaints, Internal Complaints Committee (ICC) and Loss or Damage to Prisoner Property claims (LODPP).
5	To maintain accurate record keeping in line with relevant document retention policies.
6	May be required to provide relief cover and support for the Governors PA and may be required to cover the Mail Admin Assistant whilst supporting the Business Improvement Manager and Senior Management Team where 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	or	Stage of Selection Process Assessed
Qualifications			
Minimum of five National 5 (or equivalent) qualifications including English and Mathematics or at least 6 months' relevant experience gained in a similar role and/ or environment.	<input type="text"/>		<input type="text"/>
Willing work towards relevant certificates in DPA/FOISA.	<input type="text"/>		<input type="text"/>
Knowledge, Skills & Experience			
Experienced in producing official written communications and varying communication styles to suit the recipient.	<input type="text"/>		Competency Sift and Interview
Competent in Microsoft Packages.	<input type="text"/>		Competency Sift and Interview
Experienced in processing/ managing sensitive information.	<input type="text"/>		Competency Sift and Interview
Knowledge of relevant legislation – Data Protection Act (DPA)	<input type="text"/>		Competency Sift and Interview
Behaviours			
<input type="text"/>	<input type="text"/>		Competency Sift and Interview
<input type="text"/>	<input type="text"/>		Competency Sift and Interview
<input type="text"/>	<input type="text"/>		Competency Sift and Interview
<input type="text"/>	<input type="text"/>		Competency Sift and 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	12 noon
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Interview Date*

***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 **Edinburgh HR Team** by email at: **EdinburghHRteam@prisons.gov.scot** or by telephone on: **01314443010** to allow reasonable adjustments to be made to assist you.

