

PUBLIC APPOINTMENTS SUPPORT OFFICER

Role description

Section: Public Appointments

Responsible to: Public Appointments Manager

Location: The post is based at the Commissioner's office in Edinburgh, which is currently operating under hybrid working arrangements. However, we do offer a range of flexible working options such as remote home working for a proportion of working time in accordance with our applicable policies.

Terms of Appointment: Salary £28,860 based on a full time 37 hour week. (This is based on the Scottish Parliamentary Corporate Body Grade 2 salary scale range).

Job purpose

The purpose of the Public Appointments Support Officer is to provide high quality, operational and administrative support to the Commissioner's public appointments team and wider office.

Main duties and responsibilities

1. Acting as a first point of contact for the public appointments work of the office
 - Managing incoming email to centralised mailboxes
 - Logging, filing and responding to email enquiries
 - Updating the contacts and enquiries database
 - Dealing with (very few) post enquiries and a greater number of telephone enquiries
2. Supporting Public Appointments administrative systems
 - Supporting allocation of work to Public Appointment Advisers (PAAs) and maintaining the associated database
 - Logging reappointment notifications and compiling a regular report of notifications received.
 - Logging review form returns and filing the correspondence

- Drafting and running surveys using an on line survey tool
 - Collating the results of surveys and producing reports of the results in Excel.
 - Supporting the communication function of the public appointments work – website updates, assisting with conversion of written guidance into alternative formats, assisting with communication to raise awareness of the work of the office, assisting with consultations and outreach.
 - Supporting ad hoc projects such as audits, research projects, provision of guidance, vacancies and tenders
 - Assist with arranging and running training or other events through making bookings, note taking and other associated administration.
 - Assisting with general office duties as required
3. Managing records
 - Taking overall responsibility for public appointments records management
 - Logging and filing records as required
 - Disposing of paper and electronic records following our retention and disposal policy
 - General file retrieval and management
 - Assisting with implementing office-wide records management policies
 - Ensuring the confidentiality of information as required including redaction of documents where required
 4. Providing cover for other administrative posts in the organisation.
 5. Providing ad hoc administrative support to the Commissioner and the corporate services and complaints handling teams
 6. Building strong working relationships across the office and with external stakeholders
 7. Taking responsibility for developing own skills, knowledge and competencies
 8. Providing guidance, support and coaching to colleagues
 9. Sharing knowledge and experience informally and formally
 10. Any other general office duties as required.

Selection criteria

Selection criteria	Indicators
Qualifications/Experience	<ul style="list-style-type: none"> • Educated to Degree level (or equivalent) or • have gained an equivalent level of educational attainment through work experience
ICT, digital and related communications skills and knowledge commensurate with the role and with the operation of a modern office environment	<ul style="list-style-type: none"> • Proficient in the use of MS Office (Word, Excel, Access and Outlook) including database data entry, retrieval and records interrogation. • Able to use MS Teams, Zoom, Skype or equivalent tools. • Ability to use the internet to undertake research • Able to utilise technology to enhance written communications (e.g. use of graphics, hyperlinks, video clips) • Awareness of and ability to use communication tools to be used in support of wider communications options (e.g. video recording software, social media platforms, presentation software)
Ability to independently plan and organise work	<ul style="list-style-type: none"> • Plans ahead, setting relevant, realistic goals • Effectively balances competing priorities • Routinely reviews targets/goals and takes appropriate action to ensure results are achieved • Manages time economically and efficiently • Anticipates, identifies and minimises problems • Produces accurate work in good time and to the agreed level of quality • Seeks out assistance and / or escalates issues when appropriate.
Ability to communicate effectively in a professional office environment	<ul style="list-style-type: none"> • Tailors communication method and style to suit audience • Uses plain language and avoids jargon. Is articulate and communicates promptly and clearly • Listens actively and checks for clarification and mutual understanding • Shows respect and empathy for others' viewpoints • Expresses disagreement or challenges views calmly, constructively and tactfully

Selection criteria	Indicators
	<ul style="list-style-type: none"> • Works hard to build and maintain networks that provide mutual benefit and support
<p>Knowledge and understanding of records management</p>	<ul style="list-style-type: none"> • Demonstrates a good knowledge of records management, why it is important and how records management practices can be applied effectively. • Familiarity with data privacy concepts and ideally with some knowledge of GDPR.
<p>Knowledge and understanding of and personal belief in the importance of diversity, inclusion and equal opportunities</p>	<ul style="list-style-type: none"> • Can describe what protected characteristics are • Has an understanding of what diversity means, over and above protected characteristics. • Demonstrates an understanding of under reflection and overcoming barriers. • Shows a personal belief in equalities issues.
<p>Personal qualities that coincide with our values</p>	<ul style="list-style-type: none"> • Shows respect and empathy for others in line with office values • Values people and their diversity and is committed to fairness, equality and inclusion • Takes responsibility for mistakes and takes steps to improve when having done so • Acts with honesty and transparency