

Recruitment Information

**Business Support: Resources, Reception and PA Services**

Full time

**January 2019**

# About the Scottish Human Rights Commission

**The Scottish Human Rights Commission is an independent public body with a broad remit to promote and protect human rights for everyone in Scotland. We are independent of government and parliament.**

The Commission is accredited as an “A Status” National Human Rights Institution within the UN system. This enables us to report directly to the UN on human rights issues that affect people’s lives in Scotland.

The Commission works on a range of legal, policy and practical issues which affect people’s human rights in Scotland. Current areas of work include housing, social security, health and social care, policing and prisons, business and human rights, and biometrics.

As well as monitoring law, policy and practice, the Commission also promotes awareness, understanding and respect for human rights. We produce resources to support other organisations to take a human rights based approach to their work, and to help build understanding of human rights among the wider public.

# About the Job

## General

**Job Title:** Business Support: Resources, Reception and PA Services

**Working Pattern:** Fulltime (37 hours) worked Monday – Friday, 09:00 – 17:00

**Duration:** Permanent

**Team:** Corporate Services

**Reports to:** Head of Corporate Services

**Location:** Based in Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS

**Salary banding:** Grade 2 (£21,837 - £25,641)

## Overall purpose

This role is an administrative and service role within the Corporate Services Team. The Corporate Services Team supports the wider office to deliver the Commission’s mandate though the provision of strong corporate and supporting services. The role exists within a small collaborative team of Business Support administrative professionals led by the Head of Corporate Services.

The Business Support: Resources, Reception and PA services role delivers a professional phone /email reception service to the public as well as a professional first point of contact service to staff in relation to corporate service requirements. This role provides day to day administration that supports the Resources Management function of the office and the wider responsibilities of the Corporate Services Team.

The Reception and Resources role provides Executive and PA services to the Chair and Members of the Commission, providing general administration support as required.

## Key responsibilities

**1. Working with others to support overall delivery:**

All team members are required to:

* Work collaboratively with each other and the Head of Corporate Services to ensure the full range of Corporate Services is delivered to a high and reliable standard. To achieve this, each team member is required to work beyond the focus of their own role as and when required in support of each other and overall team success.
* Work collaboratively with other teams in the Commission, providing support to the delivery of other functions when required in support of overall organisational success.

* Provide cover / additional capacity to the functions of other Corporate Services team members during periods of leave, absence or peaks in demand for specific corporate service areas.

**2. Organisational Development project support**

All team members will work with the Head of Corporate services to contribute to the delivery of a range of Organisational Development projects being led by the Corporate Services Team. The Resources, Reception and PA Services role holder will work primarily on projects relating to the resources of the Commission but may from time to time support projects in other corporate service areas.

Project related tasks will vary from year to year but will include tasks such as:

* Staff survey work
* Research tasks
* Project plan and monitoring administration
* Delegated delivery tasks as outlined in project plans
* Reporting

**3. Corporate Services Desk**

The Business Support: Resources, Reception and PA services role staffs the Business Support desk between 9am and 5pm, Monday - Friday (with a flexible lunch break). Duties will include:

* Providing a professional phone reception, acting as the first point of contact to people who call the Commission. Answering enquiries directly or transferring to other staff where required and logging enquires in line with Data Protection requirements.
* Managing the Commission’s public email address mailbox, responding promptly to emails and transferring emails to others for response where required and logging enquires in line with Data Protection requirements.
* Working collaboratively with the Building Coordinator (external) and other staff to provide a meet and greet service to visitors of the Commission.

* Providing the first point of contact for all staff in relation to corporate services enquires and requests, either responding / actioning directly or transferring to another member of the Corporate Services Team if required.

**4. PA and Executive Support to the Chair and Members of the Commission**

This role provides a Personal Assistant and Executive Support service to the Chair and Members of the Commission. Duties include:

* the maintenance of appointment diaries
* the preparation of papers for Commission Members meetings
* booking meeting rooms and catering for Commission Member meetings and preparing tea and coffees.
* minute taking and typing up minutes of meetings of the Commission and meetings of the Commission’s committees (eg Finance Committee).
* making travel and accommodation arrangements / bookings
* managing and filing correspondence between the Commission Members, internally and with external parties

**5. Administration of Resources**

The role holder takes a lead support role on the day to day administration and delivery of resources functions including those relating to our office, our equipment and systems and our people management (HR). Duties will include:

* Being the first point of contact for staff and line manager enquiries on Resources matters, escalating to the Head of Corporate Services where appropriate.
* Signing in and out equipment and providing other resources to staff as and when required. Monitoring the safe keeping and tracking of resources and ensuring they are returned by staff.
* Maintaining the asset register and other such logs by updating it when required and spot checking it periodically.
* Working with the Building Coordinator (external contact) and the Head of Corporate Services to ensure a safe and effective working environment is maintained within the Commission’s office area. This will include undertaking regular visual checks of the Commission’s office area for Health and Safety issues such as trip hazards, low temperature, faults, loose cables or problems such as general untidiness.
* Recording any accidents in the accident and incident log and reporting to the Head of Corporate Services in the event of a significant issue.
* Monitoring stocks and ordering resources such as IT, peripherals, phones, stationary, equipment and consumables.
* Ordering catering for events and meetings.
* Reporting system or building faults to the relevant external contact and monitoring their resolution, reporting significant issues to the Head of Corporate Services.
* Monitoring staff use of our Flexible Facilities (hot desks, meeting rooms, breakout areas, collaborative space) and working with the Head of Corporate Services to champion the Commissions’ Flexible Facilities approach, resolving or reporting day to day issues.
* Assist other teams when required to set up for large meetings and events in the onsite training rooms.
* Oversee the booking systems for parking spaces and bookable work spaces within the Commission’s office area and liaising with the Building Coordinator (external contact) in relation to any issues with bookings for shared spaces.
* Undertake the day to day administration of Human Resources, including but not limited to monitoring leave and absence, filing and scanning staff HR forms and paperwork.
* Provide administrative support to HR activity and processes such as recruitment, training, policy development work, staff surveys, new starter and leaver process, pension admin and other processes relating to Human Resources.
* Support the Head of Corporate Services on individual HR cases, ensuring paperwork is prepared and filed correctly.
* Support the Head of Corporate Services with research as requested on best practice and new ideas in relation to resources management.
* Some manual handling will be required to perform tasks such as when receiving and storing deliveries of stationary, setting up office equipment, moving chairs and tables to set up meeting spaces and other manual handling of this nature.
* Delivery of duties and task relating to human resources requires you to take a sensitive and highly confidential approach.
* This list is not exhaustive and you will undertake a range of other tasks as required to support the management of our physical and human resources.

**6. Corporate Policy Review and Development**

* Maintain, monitor and update the Corporate Policy review schedule
* Provide support to the Head of Corporate Services in undertaking corporate policy review and development work to support the Governance of the organisation.

**7. General Administration**

* To provide administration support and to work collaboratively to assist others when needed particularly at peak periods around large scale events, meetings or to meet priority organisational deadlines.
* To make travel and accommodation bookings for staff, this task is shared.
* Adhoc corporate services admin tasks as required such as renewing licenses and insurance policies.

**8. Other**

* To be a **First Aider**, working with the Building Coordinator who is the Chief First Aider.
* To be a **Fire Warden**, working with the Building Coordinator who is the Chief Fire Warden.
* New duties and task may be assigned as required.

**Special considerations and requirements to perform duties:**

**Manual Handling**

This role will include some **manual handling** to perform the duties of the role (eg moving and storing boxes of paper, stationary, small items of equipment and moving and arranging furniture for meeting room set up).

**Travel**

Travel is generally not required in this role but on occasion travel will be required within Scotland either to support the Commission’s large scale events (a couple of times per year) or to participate in training and development activities (a couple of times per year).

**Out of Hours Work**

Occasional weekend or evening work may be required to support Commission events

# Person Specification

## Qualifications

### Essential

Standard Grade / GCSE English and Maths (A-C)

**Desirable**

A qualification in a relevant subject eg/ Corporate Services, Human Resources, Business Administration, Facilities Management, Customer Services

## Experience

### Essential

**1.** Experience of working in an administrative capacity to support Leadership, Management and other team members.

**2.** Experiencing of preparing correspondence and reports and maintaining filing systems.

**3.** Considerable experience of using Microsoft Office software (Outlook, Word, Excel, PowerPoint) and office equipment (photocopiers, scanning, telephone systems and communication software such as Skype).

**4.** Experience of servicing management or committee meetings: through taking and typing minutes, collating papers, arranging catering etc.

**5.**  Experience working in a Corporate Services, Business Administration or Resources role

### Desirable

**6.** Experience working is a similar organisation (eg/ public sector, organisations working in human rights or related areas)

## Competencies

### Essential

**1** Ability to work in a small team in a co-operative and flexible manner.

**2** Combines a concern for quality and attention to detail, with a customer service awareness.

**3** Used to greeting visitors, members of the public and internal customers in a professional and friendly manner.

**4** Organisational skills with particular strength to managed a wide range of tasks through to completion.

**5.** A sensitive and confidential approach.

# Structure

The Commission consists of a full time Chair and three part time Commissioners, supported by twelve members of staff.

# Benefits

## Working Hours

This is a full time post working 37 hours per week, Monday – Friday, 09:00 – 17:00.

## Flexible working

Due to business needs this post has restricted access to the Commission’s flexitime policy, this is because this role provides a service to callers and visitors during the business hours of 09:00 – 17:00

This post is not suitable for home working, compressed or annualised hours due to the business requirements of the role.

This post could be filled by two people working part-time in a job share arrangement, provided the arrangements combined covered Monday – Friday, 09:00 – 17:00 (eg one job partner working mornings and the other job partner working afternoons).

Occasional adhoc flexibility may be possible from time to time subject to daily and weekly business requirements and dependent on the availability of other members of the Corporate Services Team in the office.

## Pay structure

This Business Support role is a grade 2 role within our pay structure.

Grade 2 (£21,837 - £25,641)

## Pension

Commission employees are eligible to join the Civil Service Pension scheme. From 1 April 2015, a new Civil Service pension scheme - Alpha - was introduced. Alpha is a Career Average pension scheme.

## Annual Leave

30 days annual leave plus 11.5 public holidays (pro rata for part time hours)

## Commitment to CPD

The Commission has a strong commitment to training and professional development and you will have access to training courses in core skills as well as policies to support continuing professional development.

# How to Apply

To apply for this position, please send a completed application form to the Commission, either:

By email: [recruitment@scottishhumanrights.com](mailto:recruitment@scottishhumanrights.com)

By post: FAO Corporate Services

Scottish Human Rights Commission

Governor’s House

Regent Road

EH1 3DE

You must complete an application form, CV’s will not be accepted. Applications should demonstrate how you meet the criteria for the role as outlined in the job description and person specification.

If you need to provide information in a different format please contact us to discuss.

## Key Dates

The deadline for applications is **12 noon on Monday 18th February 2019**

Interviews will take place in Edinburgh, dates may be subject to change but are likely to take place on 5th and 6th March.

## Participation in interview

Reasonable travel expenses for standard class travel within the UK may be claimed by candidates shortlisted to attend interview.

Shortlisted candidates based outside of the UK can participate in interview by Skype. Applicants must have the right to work in the UK to be eligible to apply.

## Equality and Diversity

If you would like to discuss adjustments to the recruitment process that would enable your participation please contact us at [recruitment@scottishhumanrights.com](mailto:recruitment@scottishhumanrights.com)

## Disclosure and Pre-Appointment Checks

The successful candidate for this post will be asked to apply for Baseline Security Clearance and a Basic Level Disclosure Scotland Certificate and/ or a country equivalent if the candidate has lived in another country in the past three years. We will undertake pre-appointment checks of references, ID, permission to work in the UK and any education certificates listed in the application form. Confirmation of employment will be subject to these checks being completed satisfactorily. The Commission will facilitate and cover the cost of the checks and certificates. If you want to discuss this requirement, in confidence, at any time please contact us at [recruitment@scottishhumanrights.com](mailto:recruitment@scottishhumanrights.com) .