

**Access and Control Officers (Fixed Term Appointments to end of June 2019)**

**Ref:** 615093

Salary Range: £12,393.97 per annum (£21,837 full time equivalent)

Location: Holyrood, Edinburgh

Working pattern: 21 hours a week. There are two shift patterns available (7 hours per day) Monday to Wednesday, or Thursday to Saturday

**Closing date:** midnight, Sunday 21 October

The Scottish Parliament exists to define, debate, decide and legislate on issues of importance to the people of Scotland. It holds the Scottish Government to account and is answerable to the people of Scotland. The Security Office is responsible for providing a safe and secure environment for all who access the Parliamentary estate and external venues where Parliamentary business is being held. The Office is also responsible for the protection of property and equipment within the building and provides a messenger service in Chamber and Committees. The Security Office operates over 24-hours a day, 365 days a year, and is part of the emergency response within the business continuity framework.

Duties

Every year approximately 300,000 people visit the Scottish Parliament at Holyrood and in excess of 1,000 pass holders access the building on a daily basis. You will be the first point of contact for a diverse range of visitors and will play a key role in ensuring the safety and security of everyone visiting and working here. Reporting to an Access and Control Team Manager your responsibilities will include:

* welcoming visitors to the Parliament
* the control of public and visitor access through the use of metal arch detection, hand-held metal detectors, x-ray baggage screening and gender specific physical searching of visitors
* enforcement of the photographic ID system
* reception and issue of ID passes for external contractors
* providing a messenger service for MSPs and officials during Parliamentary business
* ensuring that the visitor Code of Conduct is adhered to
* assisting with events held within the building
* delivering “talks” to visitors to the Public Gallery outside business periods
* monitoring CCTV cameras (covering public areas and the perimeter) and responding to intruder, perimeter and fire alarms within the Control Room
* conducting regular internal security patrols of the building
* conducting security searches of the building and vehicles
* ensuring that all evacuation procedures are applied
* traffic management: using the electronic traffic management system for access to the car park and service yard
* screening hand-delivered mail and parcels
* handling of lost and found property
* active participation in all security/police training exercises

**Skills, Qualifications and Experience**

You must be able to provide evidence to demonstrate the following:

1. **High Quality Service**
* experience of delivering a professional service to customers or stakeholders
* the ability to work with a wide range of people in a busy visitor setting, whilst remaining vigilant at all times to provide a safe and secure environment
* the ability to demonstrate impartiality, confidentiality and show integrity when dealing with all building users is essential
* a flexible and adaptable approach
1. **Teamwork and Collaborative Working**
* evidence of contributing to a friendly and productive working atmosphere
* demonstrate experience of teamwork and sharing knowledge and skills to help other team members develop
* evidence of working collaboratively with colleagues from other teams or offices to achieve an outcome
1. **Problem Solving and Decision Making**
* the ability to deal professionally and assertively with difficult or demanding situations and people
* the ability to remain calm and make decisions in a highly visible environment
* a common sense approach with the ability to use your initiative where appropriate
1. **Oral and Written Communication Skills**
* the ability to speak confidently, calmly and clearly in situations where important information needs to be conveyed
* awareness of the importance of appropriate language and tone
* the ability to compile short reports and keep a log of events electronically

Use section 3 of Part B of the application form to provide examples of how you have used these skills and abilities.

**How to apply**

Please complete the application form demonstrating how your experience addresses the skills and experience listed. Please email your application to jobs@parliament.scot by **midnight on Sunday 21 October**

**Assessment and Interviews**

There will be two assessments as part of stage one of the interview process which will last approximately 30 minutes, and will involve the use of a PC. One of the assessments will test your ability to identify different colours.

You will then also be interviewed by a panel and your interview will last approximately 40 minutes.

Fitness Standard Assessment

A fitness standard test applies to these posts. If, after your interview, you are selected for appointment we will ask you to attend the assessment test as part of our pre-employment checks. This assessment has two elements (outlined below). The purpose of these are to safely establish that you can carry out the work that this role involves.

*Walking Assessment*

The purpose of this assessment is to ensure that you can respond to any activation of emergency alarms within the 5 minute grace period agreed with the Emergency Services. A Specialist Occupational Therapist has analysed a specially chosen route to determine an average time in which it can be walked, allowing for you to walk at a steady pace without pausing between the start and finish and without undue breathlessness at completion of the route. You will be timed using a stopwatch and the assessor will take a note of the time it takes for you to complete the assessment.

*Whole Body Range of Movement Assessment*

This simulates jobs where workers are required to stand, stoop, kneel or crouch while reaching with both arms, the kind of skills that are used when working at Public Access and having to perform search duties on visitors. This assessment should take approximately 40 minutes and is likely to require kneeling/crouching for periods of the assessment. Please note that if you want to stop briefly during the assessment, this is allowed and will not count towards your overall time to complete the assessment.

If you consider that you have a disability we will consider any reasonable adjustments when we reach this stage of the process.

**Benefits**

We offer a great range of benefits including 41.5 days’ leave (including public holidays), the opportunity to join the Civil Service pension arrangement and flexible working arrangements and family-friendly policies.

**Salary**

The full time salary range for this post is shown below:

|  |  |  |
| --- | --- | --- |
| **Year 1** | **Year 2**  | **Year 3 (Max)** |
| £21,837 | £23,199 | £25,641 |

You will progress at the rate of one scale point per year provided you are performing your duties to the required standard. Your progression date will be the anniversary of taking up the appointment in the grade. You will be paid monthly in arrears by Bank Credit Transfer directly into your bank or building society account on the last banking day of the month.

The Thursday to Saturday shift pattern requires you to work every Saturday, and attracts a weekend shift allowance of 6%.

**Other Information**

**Hours**

The way the Parliament works means that different groups of staff work varying hours and patterns. You may have to work longer hours when Parliament is sitting and reduced hours during recess periods. For this reason we have very progressive flexible working hours (FWH) arrangements. You will be required to work within these arrangements.

Notwithstanding your individual working pattern, if you are employed on a full time basis, you will be contracted to work 1,623.6 hours per year. This is the equivalent to a 37 hour week, excluding breaks, annual leave and public and privilege holidays. If you work on a part-time basis, you will be required to work the number of hours specified in your appointment letter.

**Annual Leave**

Your annual leave allowance will be 30 days. Our annual leave year runs from 1 September to 31 August. If you take up your appointment during the course of the leave year, your annual leave allowance will be proportional.

In addition, you will also receive 11.5 days public and privilege holidays. They are normally taken at fixed times of the year. If you are required to work on a public or privilege holiday overtime arrangements will apply.

If you work on a part-time basis, your annual leave and public and privilege holiday entitlement will be pro-rated.

As with working hours, there may be restrictions on annual leave when Parliament is sitting. In any event you may not take annual leave unless it has been agreed, normally in advance, with your line manager.

**Pension**

Unless you choose otherwise we offer the opportunity to join the Civil Service pension arrangements, which include a valuable range of benefits. We will make substantial employer contributions towards your Civil Service pension. More information can be found on the Civil Service Pensions website at <http://www.civilservice.gov.uk/pensions>.

**Age**

The SPCB does not operate a retirement age policy. This means that there is no upper age limit beyond which you would be automatically retired and you are free to continue in employment for as long as you wish subject to the normal rules concerning [Performance](http://www.scottish.parliament.uk/abouttheparliament/17133.aspx), [Attendance](http://www.scottish.parliament.uk/abouttheparliament/31351.aspx) and [Conduct](http://www.scottish.parliament.uk/abouttheparliament/26069.aspx).

**Travelling and Other Expenses**

We pay travelling and other expenses if you incur them whilst on official duty. However, we will not reimburse the cost of normal daily travel between home and office.

**Probation**

You will be on probation for six months. Confirmation of your appointment is dependent on the satisfactory completion of this probation period, taking into account your job performance, conduct and attendance.

**Outside and Political Activities**

As an employee of the SPCB, you may not take part in any activity that would in any way conflict with the interests of the Parliament or be inconsistent with your duties and responsibilities.

You may not take part in national political activities, although you may seek permission to take part in local political activities. If permission is granted, it will be subject to the observance of general rules relating to possible conflicts between your official responsibilities and your political activities.

**Health and Safety**

The SPCB is committed to promoting health and safety as a priority issue. Its aim is to take appropriate and reasonable steps to ensure that it conducts its business in such a way that employees and other people who may be affected by its work are not exposed to risks to their health and safety.

**General Data Protection Regulation**

For further details on how we will process your personal data please refer to the [HR Workers Privacy Notice and SPCB Recruitment Privacy Notice](http://www.parliament.scot/abouttheparliament/108320.aspx).

**The Application and Selection Process**

Our recruitment policy is based on the principle of fair and open competition and selection on merit. Each application is assessed in the same way, against the same, agreed criteria for the vacancy in question.

**Short-listing**

Each application is given a score and a final short-list is agreed by the selection panel. The applicants that receive the highest scores will be invited to interview (with the exception of candidates who apply under the Disability Symbol Scheme who may be invited if they receive the minimum acceptable score).

**Will you pay interview or assessment expenses?**

Unless we have stated otherwise in the advert, we do not reimburse travel or other expenses you incur in attending an interview or assessment with us. We are happy to explore alternative arrangements if this causes you difficulty.

**Progress of Vacancies**

[Keep track of what stage we are at with vacancies on our website](http://www.parliament.scot/abouttheparliament/91375.aspx).

**Disability**

We guarantee to interview any disabled applicants who meet the essential requirements for the job they’ve applied for. The essential requirements for this job are described under the section “Skills, Knowledge and Experience Required”. This means that if you meet any qualification or experience criteria that we have set, and are assessed as providing “acceptable” evidence of the skills and qualities asked for we will automatically invite you to interview. If you have a disability and would like to talk to us about any aspects of this job please get in touch using the phone numbers or addresses listed above.

**Referees**

Please do not send references or testimonials with your form. If you are successful, we will approach previous and/or current employers for a reference. We can only make a formal offer of employment once we have received these references. If you have no employment history we may approach any school, college or university you have attended.

**Health Assessment and Security Clearance**

If you are successful at interview you will be asked to complete a health assessment form. If necessary we may ask you to attend a medical assessment. Assessments are carried out by our occupational health supplier in the Parliament building. The reason why we carry out a health assessment is to make sure that the job you have applied for is suitable for you. It is also to find out if we need to carry out any adjustments to help you do the job.

Security clearance is required for this post. If you are successful we will ask you to complete a security questionnaire. This form will explain our security vetting policy. We can only make a formal offer of employment once the security clearance process is complete.

**Suggestions**

We want all applicants to feel that they have been treated fairly, even if they are not appointed. If you have any comments or suggestions about the way in which this recruitment campaign has been handled, we would really like to hear from you.

**Email Applications**

On-screen applications should be e-mailed to: jobs@parliament.scot. All e-mails are automatically acknowledged. Please note that evidence of sending an e-mail does not automatically mean that we have received it.

If you do not receive our automatic response within 2 working days of submitting your application by email, please contact us immediately.

**Visa and Work Permits**

There are no nationality restrictions on who the SPCB employs. You must however check whether there are any restrictions on your stay or your freedom to take or change employment in the United Kingdom before you apply for a post. If you are successful at interview we will carry make a complete enquiry into your eligibility to work in the United Kingdom.

|  |
| --- |
| Please note that this document is provided for information only and does not form part of the SPCB’s terms and conditions of employment. |

**Equal Opportunities**

The Scottish Parliamentary Corporate Body is committed to promoting equality of opportunity and treatment and to eliminating unfair discrimination in its employment practices. It will seek to ensure that all job applicants and staff are treated fairly, with respect and without bias. No job applicant or employee will receive less favourable treatment than others because of her or his: gender; gender identity; sexual orientation, marital or family status; racial group (includes colour, race, nationality, national or ethnic origin), religion, religious belief, or a similar philosophical belief (or lack of any of these); disability (unless such treatment is objectively justified); age (subject to retirement practice age); part-time or fixed-term contract status (unless such treatment is objectively justified); and trade union membership status/activities.