



SCOTTISH LEGAL AID BOARD
Person Specification and Job description for applicants

**Corporate Support Assistant
Chief Executive's Office**

Edinburgh

Starting salary from £25,730
Pro rata if part-time

We are currently recruiting for a Corporate Support Assistant (Grade 4) within the Chief Executive's Office of our Strategic Development directorate. This is a full time post on a permanent basis.

Our organisation

Legal aid plays a vital role in Scottish society by enabling people to enforce and protect their rights, defend themselves and manage their personal affairs and relationships. The Scottish Legal Aid Board is the national funding body for most solicitor and advocate delivered publicly funded legal services.

We also have a role in advising Scottish Ministers on the strategic development of legal assistance.

We welcome and encourage applications from diverse backgrounds, including groups currently underrepresented in our workforce. We pride ourselves as being an employer of choice.

SLAB is a highly ethical organisation, carrying out rewarding work that may have a considerable impact on clients' lives. As a business, SLAB offer's stable employment and has a low staff rotation ratio, likely due to the strong career opportunities. Our total reward package includes the following: flexible working hours, remote working, the opportunity to apply for a seasonal ticket loan for public transport, a competitive holiday entitlement of 34 days per year (inclusive of public and privilege holidays) increasing after five years of continuous service, and a 6% contributory pension scheme.

Information about the role

The Corporate Support Assistant will play an essential role in supporting the Chief Executive's Office. The primary purpose is to manage a range of corporate business processes that are critical to the way that SLAB operates. The post holder will have a unique opportunity to take an active part in the business whilst sharing and developing ideas for business process improvements.

Main Duties and Responsibilities

The role involves collaboration and the management of senior colleagues within the organisation to ensure that deadlines and other work objectives are delivered. Individuals include, but are not limited to, the Chair, Chief Executive, Executive Team and the Board. Part of the Corporate Support Assistant duties will also be external stakeholder engagement with the Scottish Government and/or other organisations.

The post holder will provide a comprehensive and efficient administrative and operational service to the Chair and Chief Executive.

- Internal and external staff and stakeholders engagement including those in senior positions
- Assisting the team with the handling of a range of corporate monitoring work, including the business plan, risk management and risk registers, complaints and information requests

- Taking an active part in continuous improvement of the administrative processes in the Chief Executive's Office by contributing ideas of potential changes and modifications.
- Provide internal and external support and act as a primary point of contact for all Chair and Chief Executive business, including for the Scottish Government members
- Creating, maintaining and monitoring a schedule of governance tasks and reviews, CEO procedure manual and corporate policy database
- Provision of a high quality administrative support service to the Chief Executive's Office, the Chair of the Board, and Board Members. To include diary management, organising meetings, task monitoring, processing various correspondence via post and email, arranging travel, accommodation and processing claims for expenses
- Taking minutes at meetings when required with follow up of actions
- Drafting routine correspondence such as Chief Executive correspondence and complaints
- Managing contact lists by regular review and update
- Assisting the Corporate Support Manager in their role as Information Asset Owner, include a range of records management tasks such as reviewing electronic records for deletion in line with the records retention schedule

Organisation



Essential Criteria

You will be asked in your personal statement to provide evidence as to how you meet the essential and desirable criteria listed below:

- Experience working in a similar support role
- Experience in engaging with various stakeholders at a range of levels
- Excellent communication skills both, written and verbal with strong interpersonal skills and confidence to manage senior members of staff when required
- Excellent organisational skills with experience of multitasking, prioritising and high attention to detail
- Good IT skills with working knowledge in using video conferencing tools and the MS Office suite of programs (particularly Word, Excel and Outlook for managing diaries and tasks)
- Ability to use own initiative and make sound judgements
- Good interpersonal skills with the ability to build cooperative relationships and handle difficult and complex communications with a variety of stakeholders

Desirable Criteria

- Experience of minute taking
- Experience of policy development
- Knowledge of the workings of central government

- Working experience in the charity sector, public sector or local government
- Knowledge and experience of records management policy and procedure, Freedom of Information Act and Data Protection legislation

All applicants must have a recent (last 12 months) criminal record check either at the application stage, or following a conditional offer of employment. For this post we will require Disclosure at Basic level from Disclosure Scotland. For more information about types of criminal record checks in Scotland please visit www.mygov.scot/disclosure-types/.

Qualifications

For jobs in Grades 4 and 5 you must hold a minimum of 3 Highers or equivalent educational qualifications. Equivalent relevant work experience may also be acceptable.

Competency required

In addition to the specific criteria listed above, the following competencies for Grade 4 roles are also required and all SLAB's applicants will be tested against these during the interview or assessment centre.

Self-awareness

- Responsible for personal behaviour and is accountable for own actions, health and wellbeing
- Aware of personal strengths and takes pride and responsibility for performance at work and is responsive to constructive feedback
- Adaptable and embraces new ways of doing things, contributing ideas and energy to continuous improvement
- Takes control of personal and professional development, actively managing own Personal Learning Plan as well as supporting the development of others when needed

People Management

- Prioritises and agrees objectives aligned with the Operational Plan to engage staff, maximise adaptability and build capacity to deliver
- Credible with staff, creating conditions to build confident effective teams that empower, value and motivate people, managing workload and equalities
- Raises performance using constructive challenge, feedback and coaching skills, seeking support and advice from HR professionals when needed
- Aware of impact on others and creates a positive environment for innovation, learning, health and wellbeing

Communications and engagement

- Engages and is credible with stake-holders and is connected to a range of internal and external networks
- Communicates clear & creative ideas that meet the needs of a range of audiences, ensuring objectives & outcomes are achieved
- Produces concise, clear, well-structured written work using SLAB guidance
- Considers and communicates the impact of decisions on wider policies and programmes

Improving Performance

- Demonstrates ongoing use of relevant performance improvement tools and techniques including skills development
- Uses Programme and Project Management Principles effectively and proportionately
- Adapts quickly to fit skills and resources to changing circumstances and expectations
- Applies risk management principles to decision making and controls opportunities and threats to achieving objectives

Analysis and Use of evidence

- Use evidence to assess measure and evaluate projects and policies, considering the impact on other policies and government outcomes
- Engages with analytical specialists at appropriate stages of policy and programme development
- Interrogates analytical and management information to draw out key messages and findings to support decisions
- Organises and collates robust information from a variety of sources in decision making, sharing knowledge and information across the wider system

Financial Management

- Uses accurate and relevant financial data to create objectives and targets relevant to budget responsibilities
- Takes responsibility for the monitoring and controlling of expenditure
- Understands & applies the principles of Budgeting, Financial Management & Resource Accounting outlined in the Scottish Public Finance Manual
- Maintains regular contact with relevant finance staff, and knows when to seek advice from audit, risk, and procurement and finance professionals

Interview Expenses

Travel and subsistence expenses during the selection process are the responsibility of the applicant. Following current government guidance of social distancing, the interview will be most likely arranged online using video conferencing tools.

Starting Salary

This job is graded as Grade 4 within SLAB, which currently has a starting salary of £25,730.

These figures are based on SLAB's current pay position which covers a one year pay period from 1 April 2020. Any future salary increases after 31 March 2021, either as a result of pay progression within grade 4 or other increases to salary points, are subject to Public Sector Pay Policy, Scottish Government approval of an affordable pay remit, SLAB's negotiations with the Union on pay reviews and SLAB's own pay policy.

Working Pattern

The standard working week is 37 hours in total with an unpaid lunch break of 36 minutes each day during SLAB opening hours. Flexible working may be available, but should be discussed.

Other information

For information regarding the pre-employment checks and other relevant information please review all documents attached to this job advert available on our recruitment website. Note that this information is provided for guidance only and does not form part of the conditions of employment. Further information about the Scottish Legal Aid Board (SLAB), including who we are and what we do, can be found at www.slab.org.uk.