



Further Information for Applicants (please read this document in conjunction with information on our Directorates available on our website www.transport.gov.scot)

Operations & Business Manager

Salary: £55,928-£66,990 p.a. (pro-rata part time)

Location: Glasgow: Hours 42 per week

To learn more about Transport Scotland and the Directorate that this vacancy sits in please read our Directorate information on our website www.transport.gov.scot

Transport Scotland

Transport Scotland is the national transport agency for Scotland,. It is responsible, on behalf of Scottish Ministers, for overseeing the operation and maintenance of the railways and trunk road networks throughout Scotland, for transport policy, aviation, ports, freight and inland waterways, and for running the national concessionary fares schemes. For more information please visit www.transport.gov.scot

To help us deliver our responsibilities we are seeking a suitably qualified Operations & Business Manager to oversee the operation of various national concessionary travel schemes for older, disabled and young people on bus rail and ferries as well as the Bus Service Operator Grant with a total annual spend in excess of £250m.

Qualifications and Criteria for the role

Competence and Skills Required– The following competencies and behaviours are key to performing the job successfully. If you pass the sift you will be invited to assessment centre where you will be tested on all the competencies below through different assessment elements. To learn more about how we recruit please visit www.transport.gov.scot/careers

Qualifications:- You must have at least 5 years' experience in a senior decision making role with particular focus on efficient deployment of scarce investigative resources

People Management

It is important to prioritise agreed objectives with staff creating an effective working environment to build confident teams whilst being aware of your impact on others. You should be aware of the importance of raising performance issues using constructive feedback and coaching skills seeking HR support when needed

Leading Others

A visible leader you will take responsibility to deliver consistent services, managing risk and resources to support continuous improvement. You will promote collaborative working and respond creatively to tough challenges. You will actively manage an authorising environment and build strong networks and partnerships.

Communications & Engagement

You will build and maintain excellent relationships with internal and external stakeholders. You will have highly developed and persuasive written and oral communication skills and be able to present complex, technical and contractual information in a clear, concise way which is readily understandable to Ministers and senior management

Improving Performance

You will be confident and have a proven track record in project development and management using recognised tools and techniques and appropriate structures and risk management procedures. In scoping and delivering projects you will be able to adapt quickly to changing priorities and circumstances

Analysis & Use of Evidence

You will be able to demonstrate the ability to use evidence to appraise, assess, measure and evaluate projects, know when to engage with analytical specialists, draw out key conclusions and organise and share information in a structured way

Financial Management

You will have experience in taking responsibility for the monitoring and controlling of expenditure and be able to utilise financial data to create targets to improve the value achieved from resources. You should also be able to monitor outcomes using performance measures

Everything else you need to know

Nationality

You can apply for any job in the Scottish Government as long as you are a UK national or have dual nationality with one part being British. In addition, Scottish Government posts are open to Commonwealth citizens and nationals of any of the member states of the European Economic Area (EEA). Further information about civil service nationality requirements is available on the [Civil Service Website](#)

Pre-Employment Enquiries

If you are successful, and are not currently a serving member of the Civil Service, we will as part of the Scottish Governments pre-employment process carry out the following enquiries into your identity, employment history, nationality and immigration status, 'unspent' criminal record (Disclosure certificate), health and other matters, to ensure that you are qualified for the appointment.

As of 1st January 2008 the Scottish Government introduced a new Baseline Personnel Security Standard (BPSS) which provides a more consistent and rigorous pre-employment screening process for prospective Scottish Government staff. If you are successful in obtaining a job with the Scottish Government you will be subject to these additional security checks.

This means that as a minimum you will be required to provide:

- Photographic ID, preferably a **Passport** or **Photo Driving Licence**.
Please note that student cards and library cards are not acceptable.
- Your **original** birth or adoption certificate.
Please note that your original birth certificate must be dated within six weeks of your birth.
- A bill or financial statement for your current address, preferably a utility bill dated within the last 6 months. *Please note that mobile phone bills are not acceptable.*
- Basic Disclosure certificate - although for some jobs you will need as a higher level of Disclosure clearance and this will be made clear in the advert
Please note that in order for the Scottish Government to accept a Disclosure Certificate it MUST be dated within the last 12 months.

If you do not have appropriate photo ID, you should provide a passport sized photograph of yourself endorsed on the back with the signature of a person of some standing in your community (e.g. a Justice of the Peace, medical practitioner, officer of the armed forces, teacher, lecturer, lawyer, bank manager, civil servant etc). This should be accompanied by a signed statement, completed by the same person, stating their name in full, the period of time that you have been known to them (minimum 3 years) and their contact details. The signatory will be contacted to confirm that he or she did, in fact, complete the statement.

Basic Disclosure Certificate

The Scottish Government requires security checks and all successful candidates will be required to produce, as a minimum, a **Basic** Disclosure certificate (disclosing criminal history information) less than 12 months old, prior to taking up employment.

Basic Disclosure certificates are available from Disclosure Scotland. Please note that there is a cost for the certificate. Current charges and further information on Disclosure certificates can be found at Disclosure Scotland's [website](http://www.disclosurescotland.co.uk). You can apply for your Basic Disclosure Scotland certificate quicker by applying online at www.disclosurescotland.co.uk provided you have lived at your current address for the last 12 months.

We will also ask you to complete a Movements form with information regarding your employment and/or educational history over the last three years.

Health Standard

As part of our pre-employment enquiries you will be asked to complete a health declaration and, if necessary, to attend a medical examination

Completion of Pre-employment Enquiries

When the pre-employment enquiries are satisfactorily completed your formal offer of appointment letter will be issued approximately two weeks prior to your agreed starting date. This is the date discussed between you and your new line manager. If you have any question about our pre-employment checks please do not hesitate to get in touch.

Selection

We use a competency based approach to recruitment. This means that at all stages of the recruitment process you will be assessed against the competencies we consider necessary to do the job. This approach starts from the application stage so it is important that you complete your application as fully, but concisely, as possible to demonstrate how you meet the requirements of the post. We do not need

statement of facts i.e. I have strong communication skills, but a clear example of how you demonstrate the relevant skills. It is therefore important that you study the selection criteria carefully before you complete the application.

We will invite for further assessment those candidates who from their application seem best suited to the appointment. Further details about our application processes and assessment centres can be obtained by visiting our [website](#)

The data we collect throughout the selection process will be held and used in accordance with the terms of the Data Protection Act.

Interview Expenses

Travel and subsistence expenses incurred during the selection process are the responsibility of the applicant.

Diversity Monitoring Form

Information given on the diversity monitoring form will be treated in strictest confidence and will be retained by HR for monitoring purposes. It will be kept separately from your application form and will not be made available to those involved in the selection decision. Guidance on the Diversity Monitoring Form and why we ask you to complete it is available on the Scottish Government [website](#).

Disability

We are participants in the Jobcentre Plus “Positive about Disabled People” scheme. Under the terms of the scheme, all candidates who consider themselves to be disabled in terms of the Equality Act 2010, and who meet the essential minimum criteria for the post, will be guaranteed an interview.

Note: The Equality Act 2010 states that a person has a disability if they have a physical or mental impairment and the impairment has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities. A 'substantial disadvantage' is a disadvantage which is more than minor or trivial. 'Long-term' means that the effect of the impairment has lasted or is likely to last for at least twelve months (there are special rules covering recurring conditions). Further guidance in relation to the meaning of disability is accessible on the Equality and Human Rights Commission [website](#).

We will also ensure that we consider and implement any reasonable adjustments you may require to attend for interview or during the course of your employment, should you be successful in securing a post.

Starting Salary

New entrants **will start** on the minimum of the pay range.

Working Pattern

The standard working week is a 5 day week of 37 hours, net of lunch breaks. You may have the scope to participate in the Scottish Government's flexible working hours scheme. Consideration will be given to candidates interested in part-time or other non-standard working patterns and in-line with best practice, the Scottish Government has extended to all staff the right to request a flexible working pattern. All requests will be seriously considered.

Annual Leave (pro rata for part-time)

You will have an annual leave allowance of 5 weeks, rising to 6 weeks after 5 years. In addition, the Scottish Government observes 11½ days public and privilege holidays, dates of which are set annually.

Probation

You will require to serve a probationary period of 9 months, regardless of, if you have worked with us previously as a permanent, fixed term or in a temporary capacity. Confirmation of your appointment is dependent on the satisfactory completion of this probation period in terms of performance, conduct and attendance.

Travel and Subsistence

Subsistence allowances and travelling expenses on official duty are paid. The cost of normal daily travel between home and office is not reimbursable.

Sick Absence

You are expected to attend for work. However, we do recognise that 100% attendance may not be possible on occasions when you are unwell. We have an attendance management policy in place that makes it clear the level of attendance that the Scottish Government expects and what may happen if this cannot be achieved. The policy outlines the support offered to staff during periods of illness and the assistance available to help them back to work

Retirement

The Scottish Government has a "no retirement age" policy for staff in Bands A-C. This means that you are free to continue in employment for as long as you wish. Continued employment will remain subject to the normal rules concerning performance, conduct and attendance.

Outside Activities

As a civil servant, you may not take part in any activity which would in any way impair your usefulness to the Service, or engage in any occupation which may conflict with the interests of the Scottish Government or be inconsistent with your official position. Subject to these conditions, and in some circumstances prior

permission being sought, work of a minor or short-term nature (for example, vacation work or work after hours) is normally allowed. Also for health and safety purposes you should notify HR if you have more than one job.

You will also be subject to certain restrictions, depending on your grade and the nature of your work, on national and local political activities. These include standing as a candidate in parliamentary or local authority elections, or canvassing on behalf of candidates; and expressing views on matters of political controversy in public speeches or publications.

The Civil Service Commission

The Department's recruitment processes are underpinned by the principle of selection for appointment on merit on the basis of fair and open competition. Details of how this principle should be applied can be found at the [Civil Service Commission website](#). If you feel that your application has not been treated in accordance with the Commission's guidance and you wish to make a complaint, you should write to Head of Resourcing, M1 Spur, Saughton House, Broomhouse Drive, Edinburgh, EH11 3XD in the first instance. If you are not satisfied with the response you receive, you can contact the Office of the Civil Service Commission.

Civil Service Values

As a civil servant, you are appointed on merit on the basis of fair and open competition and are expected to carry out your role with dedication and a commitment to the Civil Service and its core values: integrity, honesty, objectivity and impartiality. These values are set out in the [Civil Service Code](#).

- 'integrity' is putting the obligations of public service above your own personal interests;
- 'honesty' is being truthful and open;
- 'objectivity' is basing your advice and decisions on rigorous analysis of the evidence; and

'Impartiality' is acting solely according to the merits of the case and serving equally well Governments of different political persuasions.