



**TRANSPORT
SCOTLAND**
CÒMHDHAIL ALBA

transport.gov.scot

Service Quality Inspector

Application Form

Name

Please read this application carefully before completion. Further details on these roles can be found in our Further Information for Candidates document at www.transport.gov.scot/careers

Please download and save the form before completing.

Once complete please return your form via email to hrtransportscotland@transport.gov.scot by midnight **Wednesday 12 August**.

All electronic applications will receive confirmation.

Personal Details

Decisions regarding which candidates are selected for interview are based on the information you provide in your application form. We are unable to guess and make assumptions on the skills and experience you may have. Remember that information based on unpaid work at home or in the community can provide excellent evidence also.

Before completing your application form, please read the Further Information Document for candidates. Additionally, think carefully before you complete your form. Once completed please check for mistakes and revise your form before submitting it. We are looking for relevant examples of how you match the essential and desirable criteria identified for the role you are applying for. We are not interested in statements of fact e.g. "I am a strong communicator", we require an example of a time when you demonstrated strong communication skills and what that involved.

Availability for Attendance at Interview

We envisage holding a virtual interview **between 7-18 September**. The interview dates will be fixed but if there is a specific day that you cannot attend within this time frame please tell us here.

We cannot promise to change your assessment date but will try to do so.

To ensure we make the appropriate reasonable adjustments for your attendance, please indicate where you claim a guaranteed interview under the "Positive about Disability" scheme? (See below for further details on the Scheme)

Yes

☐

No

☐

Service Quality Inspector

Salary: £23,344 - £24,909
(pro rata for part time)

Location: Glasgow

Hours: 37 hours per week

This post is based on a 5 over 7 pattern and therefore requires an element of flexibility as scheduled shifts will include early starts, late finishes and weekend work, all of which attract the relevant remuneration.

Transport Scotland

Transport Scotland is the national transport agency for Scotland and is accountable to Parliament and the public through Scottish Ministers, with a budget of around £2 billion per year. Transport is a vital feature of the Scottish Government's focus on increasing sustainable economic growth, and transport investments and policies have major impacts on the economy, people, and the environment.

The current ScotRail passenger rail franchise is one of the biggest contracts let by Scottish Ministers, worth around £2.5 billion, and is managed by Transport Scotland. The contract was awarded to Abellio, operating as Abellio ScotRail, in October 2014 and commencing on 1st April 2015. In addition to the ScotRail Franchise, audits are also conducted on the Caledonian Sleeper Franchise services and facilities.

To ensure ScotRail and the Caledonian Sleeper meet their commitments in each Franchise Agreement there are systems for monitoring agreed aspects for performance and maintenance. Part of this process is known as the Service Quality Incentive Regime (SQUIRE) and monitoring is conducted through a cycle of a four weekly audit periods by a team of Service Quality Inspectors. The inspectors perform audits on three main agreed service quality areas namely Stations, Trains and CCTV.

The role of a Service Quality Inspector is not an office based role and requires individuals who enjoy working outdoors and can work unsupervised. You will enjoy traveling throughout Scotland both driving and on the Rail network. You will be a strong decision maker as the entire role is based on the ability to make decisions without having to refer to senior colleagues. However you must also be able to recognise when assistance and a second opinion is required.

Essential Criteria

1. Have experience of problem solving by interpreting (sometimes complex) rules, guidance or precedence.
2. Have experience of autonomy and decision making.
3. Sound planning and organisational skills including initiative to organise time and prioritise workload.
4. Experience of developing effective interpersonal and communication skills as the role involves interaction with both internal and external staff and members of the public.

Due to the nature of the post you will be required to travel to remote locations to conduct various audits within the Scottish Rail Network. Therefore it would be advantageous that the candidate holds a Full valid driving licence that enables them to drive in the UK. However the Scottish Government is willing to consider proposals put forward by applicants to carry out the duties by any other means.

Main Duties

- Conduct inspections relating to performance and provision of services and facilities at rail stations and on trains. Which does include an element of early starts or late finishes, weekend work and overnight stays away from home.
- Conduct inspections at the CCTV control centres at Paisley, Dunfermline and several train depots.
- Record your findings on a bespoke IT system, along with notes, maps and photographic evidence.
- Regular submission of your results but a minimum on completion of your scheduled duties.
- Regular interaction with internal and external staff including Station and Train staff and ScotRail Managers.
- When necessary drive the pool vehicle to locations to conduct inspections.
- When necessary, provide additional information or clarity regarding your inspection results to ScotRail or Caledonian Sleeper staff by acting as initial point of call for clarifications.
- Provide administrative support as and when required.
- Provide training to new members of staff as and when required.

Personal Details

Surname

Title

Forenames (in full)

Other/ previous names

National Insurance No.

Nationality

Have you ever possessed another nationality or citizenship?
If Yes please give full details with dates

Are you subject to immigration control?

Yes

No

Do you need a work permit?

Yes

No

Are you free to remain and take employment in the UK?

Yes

No

Home Address

Post Code

Contact address if different from above?

Post Code

Contact number

Email address

If you are an existing Scottish Government employee please enter your employee number

Are you employed in another Government Department or Non Departmental Public Body?

Yes

☐

No

☐

If yes were you recruited through Fair and Open Recruitment?

Yes

☐

No

☐

If Yes please provide your current employers HR Contact (name, telephone and email address)

Working Pattern (for Full-Time Posts)

Do you wish to work

Full Time

☐

Part Time

☐

If you wish to work part-time or another non-standard full-time work pattern, please provide details

Where did you hear about this position?

Have you in the past, or are you currently engaged in any type of political activity?

Disability

(You need not answer these questions unless you wish to do so.)

The Scottish Government participates in the “Positive about Disabled People” scheme. Under this 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. Where driving is stated as a requirement for the post, we are willing to consider any proposals put forward by disabled applicants, whose disability prevents them from driving, that would allow them to do the job by another means. Please give details on a separate sheet.

To access our disability fact sheet please visit <http://www.scotland.gov.uk/About/Recruitment/DisabilityFactsheet>

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 <http://www.equalityhumanrights.com>

If you have a disability and are invited to sit a test or attend an interview would you like any particular arrangements made? If so please give details:

Employment History

Please give details of your current and previous employment. Start with your current or most recent employer. If you have held more than one position with the same employer, please detail each position separately. If you have not been employed then please tell us about relevant work experience and/or voluntary work.

Please list the name of your employers, with dates of employment, your job title and a brief description of duties.

Current Salary

Achievement Record

Statement in Support of Your Application - In relation to the post you are applying for please provide practical examples of how you meet the essential and desirable criteria required for our roles. You should concentrate on your role even if the task was completed as part of a team. Our **Skills for Success Framework** will be a useful document for you to use in preparing your statements below. You may also care to visit our website for information on how we recruit and guidance on completing your application form. **NB:** You have a maximum word count of 300 words for each essential criteria

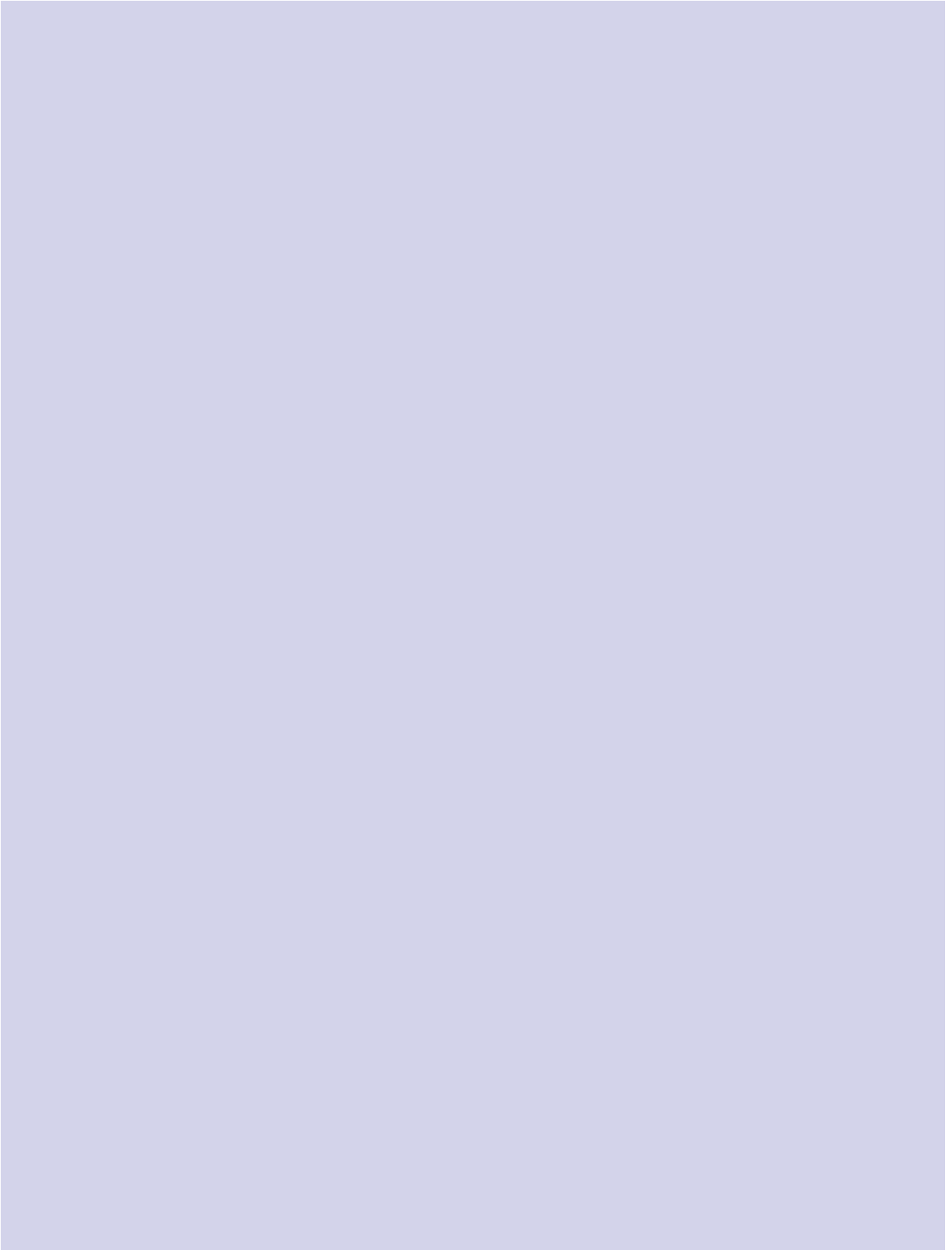
Essential Criteria

1. Have experience of problem solving by interpreting (sometimes complex) rules, guidance or precedence.

2. Have experience of autonomy and decision making.



3. Sound planning and organisational skills including initiative to organise time and prioritise workload.



4. Experience of developing effective interpersonal and communication skills as the role involves interaction with both internal and external staff and members of the public.

Data Protection

By submitting your application, if you are successful and agree to take up post, you are giving consent for the Scottish Government to carry out preemployment checks and obtain the information as outlined in the further information sheet.

I declare that the information I have given in support of my application is, to the best of my knowledge and belief, true and complete. I understand that if it is subsequently discovered that any statement is false or misleading, or that I have withheld relevant information, my application may be disqualified or, if I have already been appointed, I may be dismissed. By signing this application I understand I am giving consent for the Scottish Government to obtain the information as outlined in the further information

The Scottish Government is under a duty to protect the public funds it administers, and to this end may use the information you have provided on this form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

We must interpret strictly and impartially the prescribed conditions regarding age, nationality and qualifications, but it is not possible to investigate the eligibility of every candidate before interview. You should therefore satisfy yourself that you are eligible before you apply. If you are successful at interview a complete enquiry into your eligibility will be made. If you are uncertain about any aspect of your eligibility please contact us.

Please return the completed form by emailing Transport Scotland HR before the deadline of midnight **Wednesday 12 August**.

All electronic applications will receive confirmation.



**TRANSPORT
SCOTLAND**

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Riaghaltas na h-Alba