

Service Quality Inspector

Further Information



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

Location: Buchanan House, Glasgow

Hours: Full Time 37 hours per week

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 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. 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. 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. For more information please visit www.transport.gov.scot

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.

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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 Government's pre-employment process carry out the following enquiries into your identify, employment history, nationality and immigration status, 'unspent' criminal record (Disclosure certificate), health and other matters to ensure that you are qualified for appointment. All our preemployment checks are underpinned by the Baseline Personnel Security Standard (BPSS) which provides a 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. The additional security checks mean that 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 you 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 six 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 – 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.

You can apply for your basic Disclosure Scotland certificate at www.disclosurescotland.co.uk providing you have lived at your current address for the last 12 months.

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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. 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

Information given on the equality and 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 diversity monitoring and why we ask you to complete this is available on the Scottish Government website.

Data

The information you provide is used strictly for recruitment purposes, is held securely, and will only be accessible to those involved in the recruitment process. We will not share this information with any other third parties unless required to do so by law. We will only keep the information you provide as long as is necessary and will dispose of it in line with our records retention. Please contact us if you would like any further information about how we handle personal data.

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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. 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.

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.

Employment/educational history

We will also ask you to complete information regarding your employment and/or educational history for the last three years.

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.

Nationality Criteria

As for all United Kingdom Civil Service recruitment, the Scottish Government requires candidates to meet certain nationality requirements. These are that candidates must be British or Commonwealth citizens, British protected persons, citizens of the Republic of Ireland or, in some circumstances, nationals of other European Community member states.

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Working pattern

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. A more detailed explanation of frequency of shifts can be requested by calling Brian Cochrane on 0141 272 7439.

Annual leave

You will have an annual leave allowance of five weeks, rising to six weeks after four years. In addition, the Scottish Government observes 11.5 days public and privilege holidays, dates of which are set annually.

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.

Travel and Subsistence

At times you may be required to attend meetings or functions as part of your official duty. Subsistence allowances and travelling expenses are paid for this. (The cost of normal daily travel between and home and office is not reimbursable.)

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.)

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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 parliament should be lodged with the Commission within 12 months of the closing date for applications, but the Commission will consider complaints lodged out of time in exceptional circumstances.

More information is available on the Commission's website alternatively you can email them at info@csc.gsi.gov.uk, call on 020 7271 08312 or write to them at:

Civil Service Commission Room G/8 1 Horse Guards Road London SW1A 2HQ

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. Where a candidate has previously engaged in political activity, the selection panel will satisfy itself that the candidate understands the requirement to operate objectively and impartially if appointed and must record how this has been done. 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
- 'impartiality' is acting solely according to the merits of the case and serving equally well Governments of different political persuasions