



JOB DESCRIPTION

Supporting a thriving parliamentary democracy

Job title:	Pass Office Administrator
Campaign Type:	Concurrent
Payband:	D1
Pay range:	£22,372 - £25,212 per annum <i>(Appointment will normally be made at the minimum of the pay range)</i>
Team:	Parliamentary Security Department
Section:	Pass Office
Reports to:	Deputy Pass Office Manager
Number of posts:	3
Hours:	Full time, 36
Contract type/ duration:	Permanent
Issue date:	16 October 2018
Closing date:	04 November 2018 at 23.55

The House of Commons

The House of Commons and the iconic Palace of Westminster are key elements of the UK Parliaments. Around 2,500 staff work behind the scenes at the House of Commons, supporting the democratic process in many different ways. We are politically impartial and take great pride in the vision and values which guide our work.

It takes a huge range of skills and experience to keep the House of Commons running, and we all contribute to supporting a thriving parliamentary democracy.

Background and context for the role

The newly created Personnel Security Team has been established within the Parliamentary Security Department to mitigate the risk of workers exploiting their legitimate access to The Palace of Westminster for unauthorised purposes.

Parliament requires everyone working on the parliamentary estate or who has access to the Parliamentary network to undergo HMG Baseline Personnel Security Standard (BPSS) pre-employment checks and National Security Vetting, which are the Counter-Terrorist Check (CTC), Security Check (SC) or Developed Vetting (DV).

Team information

The Pass Office sits within the Personnel Security Team and carries out BPSS checks for Members' staff and CTC and SC Security Vetting for all those who need to work on the parliamentary estate or have access to the parliamentary network. The work is extremely interesting and varied but fast paced.

Key responsibilities

The Pass Office Administrator role is key within the team providing administrative support in processing a large number of forms every month. We are in the process of modernising and digitising our processes and are therefore looking for people keen to embrace and assist with the changes that this will bring to the day-to-day tasks listed below.

- Opening and appropriately processing the post
- Logging receipt of documents
- Scanning forms and attaching them to database records
- Answering the telephone and dealing appropriately with enquiries
- Responding to email enquiries
- Accurately inputting data and looking up, maintaining, creating, or amending computerised records
- Processing purchase orders, including maintaining stationery levels
- Be on rota to work in the two pass issuing offices.
- Follow up and chase missing, late or incomplete documentation or records
- Carry out ad hoc duties as required by line managers that are related to the post and appropriate to the pay band

Qualifications:

There are no mandatory qualifications for this role but previous experience working in a fast-paced administration environment and good IT skills will be required.

Key stakeholder relationships

Applicants

Members

Other teams within the House

Government Departments

Management responsibility

No

Location

This post will be located on the Parliamentary estate, Westminster, London, in our security vetting office as well as working in our two pass issuing offices at Cannon Row (Derby Gate) and Black Rods Gardens between the hours of 08:00-16:00 or 10:00-18:00

Security

Successful candidates will be required to complete pre-employment checks. This includes security vetting to Counter Terrorist Check (CTC) level. All successful candidates are required to pass these checks before an offer can be confirmed. Applicants should be aware that if they have resided outside of the UK for a total of more than two of the last five years they are not usually eligible for vetting (but we assess each case individually).

Hours

Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work, alternatively you can inform the recruitment team at any stage of the process.

Net conditioned full-time working hours for staff of the House are usually 36 per week. This excludes daily meal breaks of one hour.

The exact daily times of attendance will be agreed with line management.

For further information:

Candidates should refer to the House of Commons careers website www.careers-houseofcommons.org or contact Recruitment@parliament.uk or 020 7219 6011.

Application and selection process

We will conduct a sift based on the criteria set out in the skills and experience section and successful candidates will be invited to attend a competency based interview.

SKILLS AND EXPERIENCE	APPLICATION FORM	TEST / EXERCISE	INTERVIEW
CRITERIA 1 Takes responsibility for completing tasks by organising own workload, prioritising and remaining calm under pressure.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CRITERIA 2 The ability to work quickly and accurately in a busy environment, both manually and on a PC using IT applications effectively.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CRITERIA 3 Communicates clearly, concisely and effectively both orally and in writing.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CRITERIA 4 Good interpersonal and customer service skills, with the ability to deal tactfully and confidently with people at all levels, upholding the principles of equality, diversity and inclusion at all times.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CRITERIA 5 A flexible approach with proven experience of working effectively within a team.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>