



## Information for applicants

### Post: Advice and Information Officer

**Date: May 2024**

This pack will provide all the information that you need to apply for the above role, including the job description, terms and conditions, how to apply and the details of the recruitment process. You can use the contents below to link directly to each section, or stroll down to read the full pack.

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## 1. This role: Advice and Information Officer

### a) Job Description

<b>Post:</b>	Advice and Information Officer – Enquire
<b>Accountable to:</b>	Senior Advice and Information Officer
<b>Location:</b>	Children in Scotland's office is in Edinburgh and this will be your official contracted place of work. We have introduced hybrid working based on trust and flexibility. As long as business needs are met, individuals have flexibility in terms of where they work. This post will primarily involve working from home, with some travel required to Children in Scotland's office in Edinburgh for meetings.

### About Us

Giving all children in Scotland an equal chance to flourish is at the heart of everything we do. By bringing together a network of people working with and for children, alongside children and young people themselves, we offer a broad, balanced and independent voice. We create solutions, provide support and develop positive change across all areas affecting children in Scotland. We do this by listening, gathering evidence, and applying and sharing our learning, while always working to uphold children's rights.

Our range of knowledge and expertise means we can provide trusted support on issues as diverse as the people we work with and the varied lives of children and families in Scotland.

### Our Values

Our values set out Children in Scotland's beliefs and qualities. They have been shaped by our staff, board, children and young people in our advisory group Changing our World, and our members. We use them to guide how we work and as a way of keeping us accountable.

Strengthening equality, diversity and inclusion is an overarching commitment that informs all our values.

- **Brave**  
We are champions of children's rights. We take a lead in empowering children and young people and improving lives. We do this with creativity and determination.
- **Open and fair**  
We are committed to accessibility and honesty. We share our learning, evidence and new ideas. Integrity, balance and respect underpin everything we do.

- **Collaborative**  
We believe in inclusion and we work in partnership. The participation of children, young people and their families, our staff, members, the workforce and our wider network inspires us and is central to achieving our vision.
- **Kind**  
We care about people and the environment, and the impact our work has on both. Empathy and trust are key in our approach and how we connect with others.

All staff are expected to embody our values across all activities.

## **Our Strategic Priorities**

As an organisation, Children in Scotland has five main strategic priorities. These are outlined below. In your role you will contribute to all five of these.

- To champion the participation and inclusion of children and young people.
- To ensure that support for children, young people and their families is appropriate, available and accessible.
- To challenge inequalities.
- To lead and develop the children's sector workforce.
- To continue as a sustainable organisation.

More information can be found at [childreninscotland.org.uk](http://childreninscotland.org.uk)

## **About Enquire**

The Enquire service provides advice and information about additional support for learning to parents, carers and professionals, helping schools and families work together to ensure children and young people get the right support in school.

We also provide a website for children and young people, Reach.scot, which helps pupils understand their rights to feel supported, included, listened to and involved in decisions at school.

Enquire is a partner in the My Rights, My Say service. My Rights, My Say supports children aged 12-15 with additional support needs to exercise their rights to be involved in decisions about their support in school.

## **Enquire Aims**

1. Provide accurate and accessible advice and information to parents, carers, professionals, children and young people about additional support for learning rights and duties.
2. Help parents, carers, children and young people secure the additional support that they may require to benefit from school education.
3. Raise awareness of the Enquire and My Rights, My Say service with parents, carers, professionals, children and young people.
4. Provide advice to parents, carers and professionals about how to work together to make sure children and young people have the support they need to get the most from school.
5. Work in partnership with the other partners in the children's service (My Rights, My Say) to ensure children are fully supported to exercise their rights under the

Additional Support for Learning Act and referred to other parts of the service as appropriate.

6. Raise awareness of the common concerns raised by families, children and young people with key stakeholders and influencers to ensure developing policy and practice reflects and responds to these issues.

## **The Role**

The Advice and Information Officer will:

1. Respond to enquiries from parents, carers, professionals and children and young people to the Enquire helpline.
2. Make sure the advice and information we provide is accurate and up to date.
3. Contribute to other areas of the service, including producing and updating information for our publications and website, and taking part in our outreach events.
4. Contribute to service development projects.

## **Key Responsibilities**

### **1. Operational**

- Responding to enquiries to the Enquire helpline by providing in-depth advice and information by telephone, webchat and email on additional support for learning rights and duties.
- Keeping abreast of policy, practice and legislative change relevant to children and young people with additional support needs and their families.
- Contributing to the upkeep of our publications and website.
- Contributing to the delivery of outreach events.
- Contributing to the ongoing development of the service by leading on or participating in development projects.
- Contributing to the upkeep of the Enquire databases and information bank.
- Producing and analysing data to share with stakeholders and policymakers
- Supporting Enquire's raising awareness activities as appropriate.
- Contributing to the development of the strategic plan and Enquire business plan, and delivery of the service/team activities.
- Contributing to the creation and management of contracts for external partners and contributors.

### **2. Financial**

- Supporting the manager with their financial responsibilities in line with agreed budgets.
- Working with the Manager, Head of Department/Leadership team representative, contributing to income generation opportunities as required.

### **3. Leadership**

- Contributing to and supporting the development and wellbeing of the team and individual staff.
- Representing Enquire on Children in Scotland working groups and meetings as required.
- Contributing to Enquire's support of other Children in Scotland teams and service/project delivery.

#### **4. Monitoring, evaluation and reporting**

- Supporting improvement in our processes and approaches, learning from monitoring and evaluation findings.
- Contributing to internal and external reporting including team, department, Leadership Team, Board and funder requirements as required.

#### **5. Internal activities**

- Contributing to ensuring Enquire's adherence to Children in Scotland's practices, policies and procedures.
- Contributing to ensuring the principles of equality and diversity are promoted and embedded throughout all organisational activities.
- Engaging with internal communications processes, ensuring colleagues are aware of team / service activities.
- Contributing to the promotion of children and young people's participation and engagement.
- Maintaining awareness of Children in Scotland's policy positions.

#### **6. External activities**

- Representing Enquire at external events and meetings
- Developing and maintaining effective working relationships with partners and other key stakeholders.
- Remaining up-to-date on key issues and activities pertinent to Enquire and wider organisation.
- Contributing to external communications as agreed.

#### **7. Other**

- This Post will require attendance at some in-person meetings.
- This post will also require occasional travel across different areas of Scotland and may also require attendance at events with occasional overnight stays.

Job descriptions do not reflect the complete role and do not provide an exhaustive list of duties. Post holders are expected to carry out other activities that are within the scope of the role.

### **b) Criteria**

Written in conjunction with the Advice and Information Officer job description, these are the criteria for the post.

They are not in any priority order.

- Experience of providing information and advice in a professional or voluntary role, including application of active listening skills.
- Ability to explain complex information in a clear and concise way (both verbally and in writing)
- Ability to support your and your colleagues' wellbeing whilst providing a busy frontline service.
- A commitment to offering a kind and empathetic service, taking account of people's lived experiences and the issues they face.
- A commitment to promoting and supporting the meaningful participation and engagement of children in decisions affecting their own lives.
- ICT proficiency

- A commitment to promoting positive communication and partnership working to help resolve challenging situations.

## c) Competencies for this post

[Please follow this link to see the competencies for this role.](#) The document shows the competencies framework, with those levels relevant to this role highlighted in the table.

The first column in the framework (**level 1**) shows what we are all required to do. It applies to all roles.

The second, third and fourth columns (**levels 2, 3 and 4**) set out what additional behaviours are required of some role-holders because of the nature of their job. The columns are cumulative – everyone does the first, some also do the second, some also do the third too and some also do the fourth.

## d) Terms and Conditions

### Terms and Conditions

#### Contract:

This is a fixed term contract until 31 March 2025.

#### Salary

Salary is £30,381.64 (pro-rata). [See detail of our salary structure here.](#)

#### Hours

You will be employed on a part time basis working 4 days, 28 hours of a 35 hour week. Central business hours are 9am to 5pm, and Children in Scotland's functions must be fully available between these times. Staff can choose to work their contracted hours between 7am and 7pm, in accordance with our flexitime policy and business need.

#### Annual leave

- 32 days annual leave per full time equivalent staff member including public holidays, plus
- compulsory closure of offices between end of December and start of January each year inclusive (approximately 8 days every year)

#### Sick leave

Sick pay relates to length of service. Details are available on request.

#### Pension

Children in Scotland offers a pension scheme which is reviewed by the Board on a triennial basis to ensure the funds are performing well and management costs are reasonable in comparison to the rest of the sector. Employees will be contractually enrolled into this scheme, making a minimum contribution of 3% of their qualifying earnings, with Children in Scotland contributing 6%. These contributions are subject to review by the Board. Employees may opt out of this contractual enrolment at any time by notifying the Head of Finance and Central Services. Children in Scotland operate a salary exchange for pension scheme and staff can elect to join this should they wish to.

**Criminal Convictions**

All interviewees are requested to complete a Self-Disclosure statement. Appointment to the post is subject to a satisfactory Disclosure certificate (Basic level) being issued by Disclosure Scotland (and/or similar document by relevant overseas authority). Continuing employment will be subject to satisfactory Disclosure certificates being issued by Disclosure Scotland every two years following the appointment. Where the contents of a Disclosure certificate (or similar document) are not satisfactory, Children in Scotland reserve the right to withdraw the offer of employment/terminate employment. Children in Scotland will regularly assess the post in relation to the level of Disclosure Scotland certificate required and reserves the right to request an alternative level of disclosure in the future in line with changes in legislation or of the work carried out by the post holder.

**Eligibility to work in the UK**

Successful candidates will be required to produce proof of their eligibility to work in the UK.

**Qualifications**

Successful candidates will be required to produce original certificates for verification of qualifications.

**Probation**

There is a probationary period of 6 months.

**Notice**

8 weeks in writing

**e) Closing date**

9am on Wednesday 22 May 2024

**f) Interview date**

Monday 3 June 2024

Interviews will take place online.

## 2. Application form and Equality and Diversity Monitoring form

Please complete the application form by following the link below and completing the form via Microsoft Forms. This form can be completed in one go or partly completed and returned to over several sessions. Answers can be added and edited up to the point you submit the form, provided you are completing the form using the same device and the same browser throughout.

Please click here to access the application form for this vacancy: [Application form for Advice and Information Officer.](#)

If you have any problems completing or returning the form electronically, please do not hesitate to contact us by e-mailing [recruitment@childreninscotland.org.uk](mailto:recruitment@childreninscotland.org.uk).

## 3. Acknowledging receipt of applications

We will acknowledge all applications by email on the closing date. If you are unsure whether your application has been submitted through Microsoft Forms, please contact [recruitment@childreninscotland.org.uk](mailto:recruitment@childreninscotland.org.uk)

## 4. For further information/questions

For questions relating to the recruitment process, please contact [recruitment@childreninscotland.org.uk](mailto:recruitment@childreninscotland.org.uk).

For an informal chat about the job, please contact Mark Patterson, Senior Advice and Information Officer by email on [mpatterson@childreninscotland.org.uk](mailto:mpatterson@childreninscotland.org.uk)

## 5. Essential information for applicants

### a) Equality statement and valuing diversity

Children in Scotland values the contribution made by all members of staff, whatever their background. Our recruitment decisions are based on fair, open processes, with appointment on merit. We welcome applications from everyone.

Children in Scotland recognises that the promotion of equality, diversity and human rights is fundamental to good governance and management practices, and that this practice supports Children in Scotland to achieve its strategic outcomes.

We are committed to creating a culture in which equality, diversity and human rights are actively promoted and discrimination is not tolerated and as such understand our legal duties outlined within the Human Rights Act 1998 and the Equalities Act 2010.

Promoting equality, diversity and human rights is one of the cornerstones of Children in Scotland's functions and we strive to ensure these principles are embedded throughout our policies and practice.



## b) Adjustments for application and interview

Disabled candidates may face additional challenges or accessibility barriers in the recruitment process that can be alleviated with adjustments.

Our application form is a survey created in the SurveyMonkey platform. Please let us know if you have problems completing your application in this format, or if you require any documents in an alternative format. You can email us at [recruitment@childreninscotland.org.uk](mailto:recruitment@childreninscotland.org.uk).

Should you be invited to interview, we wish to ensure that all facilities necessary to enable you to participate fully in the interview and any other assessment exercises are available to you. When inviting you to interview we will ask you if you have any specific requirements. We do not ask for this information in the application process.

If you feel you wish to discuss requirements or share details with us you can let us know at any stage in the recruitment process, by emailing [recruitment@childreninscotland.org.uk](mailto:recruitment@childreninscotland.org.uk). Details of any request will only be shared in order to put any adjustment in place and with your consent.

## c) The application process

C.V.s will not be considered. Please complete the application form via the link above. The form highlights parts of the form that will be removed prior to sharing the application with the shortlisting panel. None of the information contained in those sections will be taken into consideration in the shortlisting process.

While completing the application form you will be asked to provide examples to demonstrate how you meet the criteria.

We would like you to use the STAR technique to support your responses relating to the criteria:

- Situation – the context
- Task – what were your aims / objectives?
- Action – what did you personally do?
- Result – what was the result?

Your responses relating to the criteria will form the basis for shortlisting for interview. Please ensure that any previous employment, voluntary work or qualifications that you refer to in your examples are detailed in the relevant section of the application form.

## d) If shortlisted for interview

Should you be shortlisted and invited to interview, the interview panel will be looking for evidence that you hold the competencies required for the role. The competencies required will form the base of questions at the interview and the STAR technique (detailed above) will be used by the interview panel. Please apply this technique in your responses.

In most instances, the recruitment assessment will also involve other form/s of assessment such as a presentation or written test. Details will be provided if invited for interview.

## e) Eligibility to work in the UK and verification checks

We will carry out a verification check with candidates shortlisted for interview before the interview takes place. Shortlisted applicants will be required to produce:

- proof of eligibility to work in the UK,
- proof of identification,
- proof of home address,
- if relevant, any qualifications deemed essential (see criteria).

Details will be provided with the invite to interview and verification checks will be carried out prior to the interview, on the day of the interview.

Please note that for this role we require all candidates to be eligible to work in the UK and are unable to sponsor candidates who are not already eligible.

## f) References

The application form requests contact details for two people willing to act as referees. At least one of the referees should be relevant to your current or most recent employment. They should have had some managerial responsibility for your work although we accept that, for some employers, it is policy for Human Resource Departments to provide references.

Our policy is to request references prior to interview for all shortlisted candidates, unless there are circumstances where the candidate prefers us not to make contact (e.g. current line manager). We would like to be able to contact at least one of the two referees prior to interview. Please indicate on the application form whether we can contact your referees prior to interview.

If you have difficulty in obtaining an employer's reference, for example if you are a student or returning to work after a long period of absence, please provide details in the space provided. If this is your first employment a tutor's reference or similar will be acceptable. References regarding unpaid positions will be welcomed.

Referees should not be colleagues, subordinates, relatives or friends.

Referees will be provided with a copy of the job description, criteria and competencies required for the role.

For successful candidates references may be verified by contacting the referee or another appropriate person from the referee's organisation.

## g) Disclosure Scotland

Children in Scotland carry out Disclosure Scotland checks for all posts. The level of disclosure required for this post is detailed in the terms and conditions below. If you are invited to interview, we will share a self-disclosure form for you to complete in advance of the interview. A Disclosure Scotland check will be requested for the successfully appointed candidate.

Details on policies relating to disclosures and criminal convictions are detailed below in the Additional Documents section.

## h) Equality and diversity monitoring

Children in Scotland is committed to achieving equality of opportunity and monitors the effectiveness of its Equality, Diversity and Human Rights Policy. To do this we ask applicants to complete the monitoring form. These forms are separated from the application form before shortlisting. The information is confidential and is not seen by the shortlisting panel or the interview panel. It will only be used by the Human Resources team to monitor our recruitment and selection process.

## j) Starting Salary

All new starts with Children in Scotland will start on the entry level salary for that post. Increases in salary are based on length of service, with increments being awarded after 3 and 5 years. Please see Terms and Conditions for the salary level and increments for this post. In addition to this, a cost-of-living increase will be added to the whole scale on 1 April each year, dependent on budgets.

## k) Additional benefits

Other benefits include:

- Up to 21 hours per full time equivalent per year for volunteering
- Up to 21 hours per full time equivalent per year for education, study and/or training
- Hybrid working based on trust and flexibility. As long as business needs are met, individuals have flexibility in terms of where they work.
- Flexible working: staff can choose to work their contracted hours between 7am and 7pm, in accordance with our flexitime policy and business need.
- 6% Employer Pension
- Death in Service benefit of 3 times your annual salary tax free

## 6. Children in Scotland

### a) Vision and Values

#### **Our Vision**

All children in Scotland have an equal chance to flourish.

#### **Our priorities**

- Children and young people's views will be listened to, taken seriously and acted upon
- We will deliver quality services that support children, young people, parents, carers and professionals
- We will maintain and build on a strong and effective network with a vibrant membership at its core
- We will lead and develop the children's sector workforce
- We will influence policymakers to deliver on our Manifesto priorities
- We will be an environmentally and financially sustainable organisation

## Our values

Our values set out Children in Scotland's beliefs and qualities. They have been shaped by our staff, board, children and young people in our advisory group Changing our World, and our members. We use them to guide how we work and as a way of keeping us accountable.

Strengthening equality, diversity and inclusion is an overarching commitment that informs all our values.

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- **Kind**  
We care about people and the environment, and the impact our work has on both. Empathy and trust are key in our approach and how we connect with others.

## b) Competencies for Children in Scotland

Job descriptions and objectives lay out what needs to be done.

Competencies are skills / behaviours / attributes required for an individual to perform effectively in their role. They lay out how a job should be done.

Our competency framework describes and defines each individual competency and

- Gives clarity on what behaviours and actions will be required, valued and recognised;
- Helps managers and staff plan professional development;
- Encourages consistency across the organisation; and
- Informs recruitment (by setting out what is required of a role-holder).

## 7. Additional documents (available on website)

- Equality, Diversity & Human Rights Policy
- Data Protection Policy
- Policy on Recruitment of Ex-offenders
- Policy on Secure handling, use, storage and retention of disclosure information
- Self disclosure statement

[Click here to access these documents via our website.](#)