

# Scottish Qualifications Authority Candidate Pack

Modern Apprentice  
People  
Dalkeith or Optima

This is a fixed term contract from 12th August 2024 till 7th August 2026

Grade 1 Salary Band

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£22,608

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



[www.sqa.org.uk/careers](http://www.sqa.org.uk/careers)



# The Role

## Job Purpose

To effectively provide administrative support to various areas of the Scottish Qualifications Authority whilst gaining knowledge and experience and a range of transferable skills to utilise in any working environment.

## Specific duties of this post

1. Provide administrative support to ensure activities are carried out accurately and according to plan and ensure compliance with documented processes
2. Create and maintain records, standard reports and spreadsheets to ensure information is up-to-date, easy to access and accurate
3. Process routine invoices and/or fees and expenses, carrying out basic numerical calculations to ensure timeous payment and accounting
4. Carry out filing of information to ensure it is stored accurately following relevant policies and procedures
5. Contribute to the organisation's continuous improvement initiatives by reviewing and recommending improvements to administrative procedures and systems
6. Provide a high level of customer service in respect to queries ensuring responses are issued promptly, accurately and following SQA guidelines while maintaining key stakeholder relationships

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### **Qualifications, knowledge, skills and experience**

1. Be able to operate Microsoft Office packages at the appropriate level for the role
2. Have a good working knowledge of databases and the ability to adapt to new specialist IT systems relevant to the role
3. Be able to understand and carry out basic numerical calculations
4. Have good written and oral communication skills
5. Planning and organising.
6. Presentation Skills

## Welcome from the Chief Executive



Thank you for your interest in joining the Scottish Qualifications Authority.

SQA is the national accreditation and awarding body in Scotland. Our work, and the way we work, helps people to fulfil their full potential.

As an awarding body, we develop, maintain, and improve a framework of qualifications delivered in Scotland and around the world by schools, colleges, employers and training providers.

As Scotland's accreditation body, we set and maintains standards for awarding bodies operating in Scotland — and for the accredited qualifications, such as Scottish Vocational Qualifications, that they offer.

SQA had a dedicated and passionate team. Our ambition is to attract the most talented people to join us, so they can help ensure everything we do is high quality and aligned to our values of being trusted, enabling and progressive.

We are currently working through an exciting period of change; change that will bring opportunities for us and for Scotland. We are looking for forward thinking, dynamic individuals to join us and help embrace this change.

If you have the skills and experience for this role, we would be delighted to receive notice of your interest.

**Fiona Robertson**

Chief Executive, Scottish Qualifications Authority



# Scottish Qualifications Authority

The Scottish Qualifications Authority (SQA) is the national accreditation and awarding body in Scotland. This means we develop, design, quality assure, certificate and regulate the delivery of qualifications in Scotland and around the world.

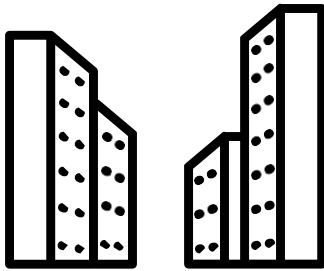
## Where we are

We operate over two sites in Scotland — Dalkeith and Glasgow. We also have colleagues based across the UK and internationally.

## Our values

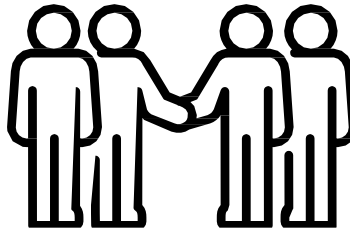
Our people are committed to supporting learners and education providers, while supporting the Scottish education system. We have a variety of roles in the business that support this activity. We look for talented individuals who share our values:

**Trusted**



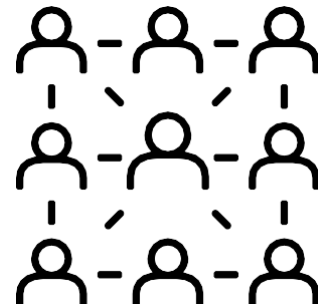
**Two sites**

**Progressive**



**Over 1000 Colleagues**

**Enabling**



**15,000 Appointees**  
(invigilators and markers)

## Our Future

We are currently working through an exciting period of change. The Scottish Government is reforming Scotland's education system and the way qualifications are being provided.

[Read more about the changes here.](#)

# Our benefits — going the extra mile for you

[Click here to find out more about SQA's benefits for employees](#)



## Annual leave

Each year you will receive:

- 27 days of annual leave increasing to 28 days after five years' service
- 14 days of public holidays



## Pension and financial benefits

You'll receive the following pension and financial benefits:

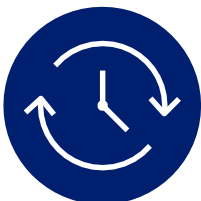
- A Life Assurance scheme that provides a tax-free lump sum equal to 1x your annual salary, paid to a nominated beneficiary if you die in service.
- A career-average pension scheme to which SQA contributes 19.3% of each members' salary. For more information, see [Strathclyde Pension Fund Office \(SPFO\)](#).
- Interest-free loans to help with seasonal rail and bus tickets.



## Staff Wellbeing and Health Programme

The work-life balance and health and wellbeing of our employees is important to us and we provide a range of staff assistance and wellbeing programmes:

- An employee assistance programme
- Occupational health assistance
- Eye-care support
- Save on medical services with Simply Health
- Flexible working arrangements including special and additional leave to support employees and their families



## Flexible Working

Flexible working is a voluntary arrangement that is agreed between an individual and their manager.

Examples of flexible working arrangements include annualised hours, compressed hours, formal change of start time and end time for working days, job-sharing, part-time working, term-time working, voluntary reduced working time and working from home.



## Smarter Working

Through consultation with our colleagues, we have introduced a Smarter Working Programme which aims to give people some individual choice and control over where they work where possible whilst ensuring business needs are met.

[Find out more about Smarter Working.](#)



## Culture — a great place to work

At SQA, inclusion and diversity are central to our success. We celebrate multiple approaches and points of view. So, we're building a culture where difference is valued, reflecting 21st century Scotland in the diversity of our talent, skills and ways of thinking.

### SQA — an inclusive employer

We are an equal opportunities employer and encourage applications from all members of the community. We pride ourselves in the following:

- Being a Disability Confident employer. We offer a guaranteed interview to any applicant who considers themselves to be disabled and who meets the competency requirements for the role.
- As a member of **Stonewall Scotland** Diversity Champion, we promote a workplace where all employees in SQA, including LGBT+ colleagues, can be themselves.
- Our Rainbow Network help to ensure that SQA is a workplace that embraces LGBT+, diversity and inclusion. The Rainbow Network offers a safe and welcoming space where both LGBT+ colleagues and allies can come together, to share their experiences, discuss issues affecting our community, access information and support, as well as organising a wide range of social events.
- Our Disability Network helps to provide a positive and supportive environment for all. It is open to all colleagues whether they have a disability, health condition, caring responsibility, or are simply interested in promoting and enhancing disability equality within SQA.
- SQA has a **Gaelic Language Plan** and is committed to its purpose. Tha Plana Gàidhlig aig SQA agus tha sinn a' creidsinn gu dàrachdach agus na h-amasan a tha air cur a-mach sa Phlana Nàisteannta don Ghàidhlig.

### Social responsibility

We take our social responsibility seriously. Some of our highlights are:

- Supporting local communities by encouraging our staff to volunteer through our Hands-Up scheme. Colleagues can use up to 21 hours of their working hours per year to undertake volunteering.
- We encourage staff to join in on fundraising activities in support of our nominated charities. Activities include quiz nights, bake sales, sponsored walks and many more.
- We run an SVQ programme where you may undertake a qualification that is relevant to your role.
- After a qualifying period of 12 months, we will consider applications to support your development by providing support and financial assistance toward fees for formal qualifications that are relevant to your role.
- We work closely with and recognise two trade unions - Unite and Unison. All staff are welcome to join a union and can discuss their options by contacting their union representative.