

APPRENTICESHIP PROGRAMME



The Scottish Parliament
Pàrlamaid na h-Alba

Modern Apprenticeships in Business & Administration

What will I be doing?

Administrators deal with the essential day-to-day tasks that enable the Parliament to function. There are about 100 administrator roles at Holyrood and these jobs are crucial to the running of the Parliament, taking care of details and making sure that things get done!

During your apprenticeship you'll:

- carry out real work that contributes to the organisation
- work in teams with different colleagues and customers, meeting new people from across the Parliament
- have busy and varied days: organising and making arrangements, writing to people, on the phone, using online and digital technology
- support and help colleagues and customers, including MSPs
- gain specialist knowledge about what your team does, and help you think about future career paths
- get involved in projects and networks, and have a chance bring your ideas to help shape what the Parliament does



"Through my apprenticeship I learnt new skills and got a permanent job in the Chamber office, at the centre of parliamentary business." Sinita, qualified 2016

You'll get a great grounding in how the Parliament works and when you qualify you'll have the chance to apply for jobs with us. Nearly all of the apprentices have gone on to get permanent jobs here! Find out more at: www.parliament.scot/apprenticeships

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What's in it for me?

You'll get the opportunity to develop your office and admin skills by carrying out real work. When you qualify at the end of your apprenticeship you'll be in a great place to apply for permanent jobs with us - nearly all of the apprentices who have gone through the programme have gone on to get permanent jobs here!

You'll also get an SVQ level 3 in through on-the-job assessment - no exams or tests, and:

- a salary of £17,699 when you start. If you qualify and are successful in getting a permanent job you'll get £21,837. With our pay-progression rules this means you'd be on around £26,000 in 3 years!
 - 30 days annual leave and 11½ days public holidays
 - our full time hours are 37 hours per week, Monday to Friday. We've got a great flexi-time system, so with the agreement of your manager you can decide what time to start work in the morning and when you leave at night. We're happy to talk about flexible working options.
 - a one year fixed term contract
- interest free loans to help you get started with us, such as advances for travel season tickets



"I've always wanted to work in the Parliament. It's such an exciting place, with lots going on all the time, and so I saw the Modern Apprenticeship as the ideal opportunity to achieve that dream while learning and developing my skills." Tom, Web and Online Assistant



"In school I felt there was an expectation for me to apply to University, however this didn't feel like the right path for me. I could see that having the chance to start my career, earn my own money and gain my Level 3 SVQ all at once would put me in a great position after leaving school." Alanis, Events Officer

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What do I need to apply?

These apprenticeships are open to applicants aged 16-24 years (or 29 years for candidates with a disability or who are care experienced). They are open to anyone living in Scotland aged 16-24, who doesn't already have an SVQ at Level 3 (or a higher qualification than this).

We're looking for talented young people who are motivated and are keen to learn in the workplace. You need to be committed to carrying out your apprenticeship with us. You need an awareness of what an apprenticeship involves and what you want to get from it at the end. You'll get lots of support from us and we'll push you to achieve your potential.

We're interested in how you communicate and how you get along with people. We'll be assessing this during the recruitment process, along with your IT/digital skills and how you make decisions and deal with things. We'll also be evaluating your potential to develop these skills – and new ones - to succeed in the role.

We'll also be assessing your values to see how they match ours. We want to find out what you enjoy doing, what you are good at, what motivates you and gives you a sense of satisfaction.

Your privacy: if you email your note of interest we will only use your email address to contact you when applications open. It will not be used for any other purpose and will not be retained after we have contacted you.



This is the only job I've ever had and working here has made a big difference to my life. It's made me grow up and become independent – I have my own place now. As someone who has Asperger's, being able to work here has improved my life in ways I couldn't possibly have imagined. If anyone has the chance to go for an apprenticeship with the Parliament I'd say take it! Alastair, Administrator

Applications are now open. Don't miss out [apply here now](#). Interviews and assessment will be at the end of the July with start dates at the beginning of September.

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What do I need to do?

The application process is really simple - you need to start with your CV and apply via our recruitment site. You'll be assessed using a mix of methods including online questions and tests, progressing through to group exercises and interview.

What should my CV look like?

If you need help structuring your CV, there's loads of advice available online, such as [my world of work](#). Your CV should show activities you carry out, jobs or voluntary positions you've had, any achievements you want to tell us about.

What else should I start thinking about?

Get ready to show off who you are! Prepare to tell us about what you enjoy, what hobbies or other activities you have, what you get out of them. What matters to you and any achievements you're proud of. What your strengths are. What motivates or inspires you, what your goals are.

Get to know what Business and Administration apprenticeships are about. [Read about what you'll be doing in our Business Admin apprenticeships](#). We want to know that you have a good understanding of what you're taking on, so that we see your motivation and commitment. This might be why an apprenticeship instead of education or other work? Why Business Admin? What you think you will get from it, what it means in terms of your career goals? What experience you have so far that has given you an interest in Business Admin, why you like it?

Why the Scottish Parliament? We want to know about your interest in the Parliament as that's something we'll be taking into account in deciding who goes to the next stage. So things like what's your experience of the Parliament, what do you think of it, what it means to you? Why does an apprenticeship specifically here attract you, do you have any goals in terms of working for or a career at the Parliament?



Modern Apprenticeships in Business & Administration

Who we are

The parliamentary service of over 500 people is a high-achieving and professional organisation. We are not civil servants; we provide impartial support to the Parliament and its Members and not the Scottish Government. The underlying goal of all our work is to make a positive difference to the lives of the people of Scotland.

Our values

We don't just focus on what we do; we also take pride in how we do it. Our core values of Stewardship, Inclusiveness, Excellence and Respect reflect our common purpose and priorities. We want to recruit people who share our values so we'll be assessing candidates against them as part of the recruitment process.

Stewardship

Focusing on the longer term to ensure we are leaving things better than we found them and putting our shared interests ahead of any individual or team.

Inclusiveness

Understanding the big picture and seeking out alternative perspectives. Every colleague feels they are able to make a valued contribution and deliver their best work.

Excellence

Taking care to enhance our reputation in everything we do. Using our skills and resources efficiently and effectively to deliver high-quality sustainable results.

Respect

Appreciating difference, building cohesive teams and fostering the values and experiences of diversity.

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What some of our previous apprentices
say

“Following school, I went on to study a degree in Politics and Journalism and quickly realised that the learning style wasn't for me. It was more reading, and a lot less doing. So, the opportunity to work and learn at the same time was something I couldn't pass up.” Tom, Web and Online Assistant



“My family were pretty proud and very encouraging. It's great I can get away to mosque on Friday, and that there's a contemplation/prayer room, as that's a question I had before I started. I'm trying to work myself up - hopefully I'll be Chief Exec one day!” Mamunoor, Space Planner Administrator

“I provide support organising my committee's meetings. I need to liaise with MSPs, witnesses and other stakeholders. I draft agendas, minutes and manage correspondence and written evidence, and deal with enquiries from witnesses or members of the public. I'm also responsible for updating the committee's website and twitter feed. I would highly recommend a Scottish Parliament Apprenticeship to anyone interested. It has been an outstanding experience with many incredible opportunities.” Amy, Committee Assistant



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What some of our previous apprentices say

"I almost never applied and I'm now in a permanent post, which I never ever thought would have been possible. It's not about how many highers or degrees you have or what you have on paper. It's about you as a person and whether you're capable of doing the job and have a willingness to learn." James, Personal Secretary



"An apprenticeship in the Parliament was something I was determined to get and work hard for. I knew if there was one place I could gain skills and build my confidence it would be somewhere that's in the public eye." Sinita, Administrative Support, Chamber Office



"I applied for apprenticeship at the Parliament because there was an opportunity with Human Resources, which was what I was studying at college. The chance to learn on the job stood out to me the most. I actually left college to take up the apprenticeship. This year I am part of the team running the apprenticeship programme. Three years ago I was on the other side of the table!" Erin, HR Administrator



"My apprenticeship has given me a great entry point into a career as a developer and trained me in the skills to play an important role here at Holyrood. My options and choices have been opened up by working at the Parliament." Kenneth, Analyst Developer



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What some of our previous apprentices say



“The highlight for me so far has been learning the ins and outs of how the Parliament works. Being able to complete my apprenticeship alongside the other apprentices made me feel a lot more relaxed about working in the Parliament and the staff are so welcoming and helpful.” Colleen, Helpdesk Administrator



“I really enjoy working in the Parliament. On top of continuing to learn and work in my current job there are lots of great projects I’ve taken part in, such as the orientation of new MSPs and the yearly Festival of Politics Event. I’m looking forward to being involved in more of these kinds of events.” Michael, Assistant International Relations Officer



“I have benefited from my apprenticeship in many ways. I have managed to gain a recognisable qualification alongside learning new skills. I am definitely more confident and have all the vital key skills to contribute to an effective team. Being offered a full time post with the Parliament has been my greatest achievement ever and this is something I will always be proud of.” Tiegán, Information Management and Governance Assistant