

Executive Officer (EO Grade)

**Information Pack**

**Closing date: 17 September 2021**

 

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**Download this pack in Welsh on our** [**website**](https://www.estyn.llyw.cymru/gweithio-ni/gweithio-i-ni?_ga=2.174547106.1400315559.1613463765-378890110.1613463765)**, or** **email** **recriwtio@estyn.llyw.cymru****for a copy.**

# Introduction

Thank you for your interest in working for Estyn.

It’s an exciting time to join us. We’re supporting education reforms in Wales, including development of the new curriculum, and we’re making changes to the way we inspect and support schools. We’re looking for people to join our Corporate Services team as an Executive Officer. This team plays a vital role in supporting delivery of our key objectives. They provide services spanning communications, HR, finance, IT, planning, research and more. Join us and you’ll find yourself immersed in a progressive and evolving organisation where you’ll get the chance to enhance your skills and develop your career in the Civil Service.

This pack contains more details about working with us, information about the role, and details on how to apply. We’ve also put together a [Guidance Document](https://www.estyn.gov.wales/working-us/current-vacancies) with information about the selection process and tips to help you complete your application.

We look forward to receiving your application.



Phil Sweeney, Corporate Services Director

# Why work for Estyn?

Estyn is a great place to work and our people are our most valuable resource. Our People Survey results are consistently amongst the best in the Civil Service, and we’ve been awarded the Gold Standard from Investors in People (IIP).

We value, listen to, and encourage our team members to develop their skills and talents. As one of our team, you’ll have access to learning and development opportunities that will help you to develop valuable skills to help further your career. These include individual, team, professional and organisational learning, and continuous development. As a Civil Servant you will have access to a wide range of opportunities across the Civil Service.

When you join Estyn, you’ll be supported by a network of colleagues within your team and across the organisation. You’ll be given a comprehensive induction about your role and how it fits with the rest of the organisation.

# Equality and Diversity

We’re committed to supporting diversity and valuing individual differences. We recognise that everyone brings different skills and experience to our organisation, and that this diversity is what makes a strong organisation. We encourage applications from the widest possible diversity of backgrounds, cultures and experiences. We particularly welcome applications from people with an ethnic minority background, as well as people living with a disability.

# Smart Working

We’re changing the way we work to encourage Smart Working. This means using your time effectively and varying where and how you work to meet business needs in the most productive way. Our expectation is that teams will work from home for most of their time for the foreseeable future.

# Who we’re looking for

We’re recruiting an Inspection Co-ordinator - our Inspection Coordinators directly support our inspection and advice work. They work with the critical business systems and processes that help our inspectors to do their work. As an Inspection Co-ordinator, you’ll:

* manage a caseload of inspections and follow up visits
* support education and training providers throughout the inspection process, from the initial notification call through to the publication of the report
* provide direct admin support to stakeholders such as staff in education providers and inspectors
* respond to queries virtually, by email and in person taking necessary action where appropriate and draft written correspondence to external stakeholders
* process information and maintain full and accurate records
* follow and contribute to developing and maintaining robust work processes
* undertake any other duties as may reasonably be required, including cover for other Executive Officer roles

In some roles, you will manage a small team.

You will:

* enjoy the challenge of a varied workload
* have a good track record of managing multiple tasks to meet deadlines
* have excellent communication skills (verbal and written)
* be comfortable handling sensitive conversations
* make use of your problem solving skills to respond to queries from colleagues, education providers and inspection teams
* be confident in the use of IT
* work collaboratively and flexibly
* be able to work in a changing environment

This is an excellent opportunity to gain exposure to senior stakeholders in the education sector, such as head teachers, senior managers of providers, and inspectors across every sector in Wales.

Our Executive Officers come from a wide range of backgrounds. You may have worked in a large or small organisation, in a Welsh or bilingual environment, in the public or the private sector. You’ll be used to dealing with a wide range of people and enjoy working in a supportive team. You’ll use both your Welsh and English language communication skills.

Although we have a vacancy for a specific role, we’re currently reviewing all of our Corporate Services roles and you could be placed in any of our business support teams. Further vacancies may become available in the future, and if more candidates meet the criteria than we need at the moment, we may create a reserve list. We may use any reserve list to fill the same role or similar roles in the future.

**Job Title:** Executive Officer (EO Grade)

**Salary:** £25,030 - £28,850 (Please note, starting salary will normally be offered at the minimum of the band)

**Duration:** Permanent

**Welsh Language:** We work in both Welsh and English and many of our stakeholders are bilingual. For this post Welsh language skills (verbal and written) are **essential**.

**Location:** The role will be based in Anchor Court, Keen Road, Cardiff, CF24 5JW. We’re currently working remotely due to COVID-19 restrictions. As these restrictions ease, we’re exploring informal hybrid working arrangements subject to business needs and agreement with your manager. This role can only be worked in the UK and not overseas.

**Work hours:** 37 hours over a five day week (Monday to Friday), excluding breaks. We’ll give consideration to requests for job sharing or reduced hours in line with our [Flexible Working Policy](https://www.estyn.gov.wales/system/files/2020-07/Flexible%2520working%2520policy_0.pdf).

**Nationality:** To be eligible for these roles you must meet the nationality requirements set out in our [Guidance for Applicants](https://www.estyn.gov.wales/working-us/current-vacancies?_ga=2.10216181.1705140105.1612862263-1615018.1612862263)

# Person Specification

**Job specific criteria**

It’s essential that you:

* have excellent communication, literacy and numeracy skills
* are confident in using IT systems, including Microsoft Office
* are organised, with good time management skills, and able to prioritise work and complete tasks within agreed timescales
* are approachable and able to form effective working relationships
* understand how to deliver good customer service
* use evidence and knowledge to support your decisions and the advice you give
* are able to diagnose and resolve problems quickly, following established processes
* can work accurately and with attention to detail
* are able to work independently and use your initiative, while also working collaboratively with team members and other people in the organisation
* are able to work through the medium of Welsh (written and spoken)

**Key behaviours**

* Communicating and influencing
* Working together
* Managing a quality service
* Delivering at pace

You can find more information and examples of these behaviours in [Success Profiles - Civil Service Behaviours](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/717275/CS_Behaviours_2018.pdf) at Level 2 EO or the equivalent Grade.

# About us – Our work and our values

We are Her Majesty’s Inspectorate for Education and Training in Wales. We inspect quality and standards in education providers around the country. Because of COVID-19 we’ve adapted the focus and delivery of all our work, but our mission, vision, strategic objectives and values have stayed the same.



Each year we publish an [Annual Plan](https://www.estyn.gov.wales/publications-and-policies/corporate-publications) that sets out our key activities for the year. Further information about our work can be found on our website: [www.estyn.gov.wales/about-us](http://www.estyn.gov.wales/about-us).

As Civil Servants, we model the values, behaviours and standards set out in the [Civil Service Leadership Statement](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/405453/CS_leadership_statement_3__1_.pdf) and the [Civil Service Code](https://www.gov.uk/government/publications/civil-service-code/the-civil-service-code).

# Benefits of joining Estyn

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| Icon  Description automatically generated | **Competitive salary** - The salary range is £25,030 - £28,850. Starting salary will normally be the first scale point above your current salary (within this range). You can find the full Executive Officer (EO) pay scale [here](https://www.estyn.gov.wales/working-us/current-vacancies#payscales). With incremental progression you will normally reach the maximum of the pay scale within three years of joining us |
|  | **Generous holiday entitlement** – 31 days of annual leave, plus 10 public/privilege holidays each year. Annual leave is pro-rated for those who work part-time. Further paid / unpaid leave options available for those to help combine work with other life commitments and responsibilities (e.g. career break, compassionate leave, fostering to adopt etc) subject to business needs |
|  | **Flexible working** - Our normal work hours are 37 hours over a five day week (Monday to Friday), excluding breaks. In addition to your right to request flexible working, you’ll benefit from our flexible working hours scheme to help manage your work/life balance. |
| Logo  Description automatically generated | **Excellent pension** – Choose from a defined benefit pension scheme with Estyn contributing up to 27.1% of your salary or a defined contribution arrangement. We’re part of the *Civil Service Pension scheme*. If you’re already in a Pension Scheme, you can freeze this or transfer it into the *Civil Service Pension Scheme* |
| A white cloud in the sky  Description automatically generated with low confidence | **Support for your wellbeing** – We provide a 24/7 employee assistance programme including access to emotional support counselling and specialist advisors, free annual health check, trained mental health first aiders, a free eye care scheme and subsidised flu jabs. We’ve achieved the Silver Award for the Corporate Health Standard for our health and wellbeing support. We also provide access to Health Insurance Plans through *Civil Service Healthcare* |
| A picture containing text, wheel, transport, gear  Description automatically generated | **Diversity and inclusion** – We want to maximise the potential of everyone who works for us, regardless of their background. We’ve created a working environment that is welcoming, respectful, and engaging for everyone, with opportunities for personal and professional development |
| Logo, icon  Description automatically generated | **Support for your family life** – generous maternity, paternity, adoption, shared parental and parental leave, and flexible working |
| Icon  Description automatically generated | **Tax-free savings** – Access to a cycle to work scheme and a green car scheme |
| Icon  Description automatically generated | **Additional financial support** – including an interest-free salary advance for travel season tickets |
| Icon  Description automatically generated | **Special offers and discounts** – Access to a range of discounts and exclusive offers for many high street shops, cinemas, supermarkets, holidays, restaurants, gyms and family attractions through the *Civil Service Social Club – Sports and Leisure*. Access to further benefits and services including the *Civil Service Motoring Association*, the *Civil Service Insurance Society* and the *Charity for Civil Servants* |

For more information, visit our website: [www.estyn.gov.wales/WorkingforEstyn](https://www.estyn.gov.wales/system/files/2020-07/Working%2520for%2520Estyn%2520-%2520FINAL%2520OCT%25202018%2520v2%2520-%2520EN.pdf)

#  Apply now!

Download the application form: [www.estyn.gov.wales/working-us/current-vacancies](http://www.estyn.gov.wales/working-us/current-vacancies)

Download the application guidance: [www.estyn.gov.wales/working-us/current-vacancies](http://www.estyn.gov.wales/working-us/current-vacancies)

**Closing date: Friday 17 September at 10am**

We won’t consider any applications we receive after this time and date, or any incomplete applications.

Send your application to: **recruitment@estyn.gov.wales**

We recommend emailing your application. As our office is closed at the moment, there are delays in receiving post that may mean your application is late. If you’re not able to use email, please contact Shuna Lovering on 029 2044 6307.

**Alternative or accessible documents**

If you’d like to apply or access this document in an alternative format, please contact Shuna Lovering to discuss your requirements.

# Further Enquiries

If you have any questions about this recruitment exercise that we haven’t answered in this pack, please contact Shuna Lovering on 029 2044 6307, or recruitment@estyn.gov.wales

We welcome correspondence in Welsh; we’ll respond to you in Welsh, and there won’t be a delay in our response.

# Selection schedule

\*Dates may be subject to change