

Additional Information for Applicants



This document provides additional information for applicants who are interested in the following vacancy:

Salesforce Manager – RoS/1398

In addition to this document you should read the Role Profile and our Competency Framework. These documents are available as downloads from the online advert on our [careers site](#).

ABOUT RoS

Registers of Scotland (RoS) is a key part of the infrastructure that supports the Scottish economy. We are a trading fund, covering our expenditure from the income we receive for the services we provide. We underpin the Scottish property market by maintaining and developing several property and court registers, including the Land Register of Scotland and its precursor, the General Register of Sasines. We provide public access to up-to-date and reliable information from these registers. Information from our registers is an essential component of the operation of the Scottish property market. As expert registrars, we set the standard in the way that information about land and property is captured, held, analysed and made available.

Exciting and challenging times lie ahead for us at RoS as we continue to evolve: embedding the 2012 Act, moving forward with Land Register completion, and implementing our digital transformation programme. As always, we rely on our skilled and talented people to take forward and make the most of the opportunities that these challenges offer us

NATIONALITY REQUIREMENTS

You can apply for any job in the Civil Service as long as you are a UK national or have dual nationality with one part being British. In addition, Commonwealth citizens, nationals of any of the member states of the European Economic Area (EEA) and Swiss nationals are eligible to apply for RoS vacancies. If you are unsure as to whether you are eligible to apply for this vacancy, please contact us at recruitment@ros.gov.uk.

DISABILITY CONFIDENT SCHEME



As an organisation that participates in the Disability Confident scheme, we will invite to interview (or further assessment) all candidates who consider themselves to be disabled in terms of the Equality Act 2010, and who meet the minimum criteria for the post. You will still have to make it clear from your CV and covering letter/message that you meet the eligibility and minimum criteria for the post before we can invite you for further assessment. The minimum criteria for this post are the essential criteria that are specified on the role profile.

The Equality Act 2010 states that a person has a disability if they have a physical or mental impairment and the impairment has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities. A 'substantial disability' is a disadvantage which is more than minor or trivial. 'Long-term' means that the effect of the impairment has lasted or is likely for at least twelve months (there are special rules covering recurring conditions). Further guidance in relation to the meaning of disability is accessible on the Equality and Human Rights Commission website <http://www.equalityhumanrights.com>.

HOW TO APPLY



All applications must be made online via our e-Recruitment system. Please note we do not accept CV's. You can [click on this link](#) to view and apply for our current vacancies on our e-Recruitment system. Should you encounter any difficulties with the online application system, please contact us at recruitment@ros.gov.uk.

For further information about these vacancies please contact [Recruitment](#).

HOW TO COMPLETE OUR APPLICATION FORM

This section of the form asks you to give information to show how well you meet each of the essential criteria. As the person specification (found within the role profile document) shows, these criteria are either job-specific or competency-based.

For each competency-based criterion please describe a specific example that gives evidence of your ability in this area. We recommend that you use the STAR format (Situation, Task, Action, Result) to structure your answers. We recommend a word limit of 250 per question.

*Situation – set out the context of your example by giving a brief description of a relevant situation in which you have found yourself

*Task – Give a brief explanation of what you had to do/ what had to be achieved. If the example relates to something you worked on as part of a group, please be clear about your own role as well as stating the overall task.

*Action – We would expect this section to form the largest part of the response. What did you do? Why and how did you do what you did?

*Result – What was the outcome? Please make clear how the action you took affected the outcome. You might wish to add whether you learned anything from the situation and what you might do differently next time.

For the job-specific technical and professional criteria it can be helpful to illustrate with examples, but we recognise this may not be possible in some cases. For example, where a professional membership or qualification is required, you need only tell us whether you do or do not hold that membership/qualification and provide any other information that you feel is relevant.

We also recommend that you use Google Chrome for best viewing of our application form.

SELECTION PROCESS

If shortlisted, candidates will be invited to attend an assessment centre which will include a competency based interview in our office at Meadowbank House, Edinburgh Further details will be provided to successful candidates in due course. Currently RoS are unable to offer to carry out interviews via video conferencing.

Please note that any travel and subsistence expenses incurred by candidates during the selection process are the responsibility of each candidate and will not be reimbursed by RoS.

COMPETENCIES

The person specification, which can be found within the role profile document, includes key competencies as well as any technical/professional requirements that apply to this job.

Further information about the competencies is set out in our Competency Framework, which can be accessed via the link from the advert for each role.

The Competency Framework document is displayed in six levels, with each level relating to a specific grade or grades as shown in the table of contents and introduction.



PRE-EMPLOYMENT SCREENING

Applicants are advised that Registers of Scotland operates a rigorous Pre-employment Screening Policy in line with the Civil Service [Baseline Personnel Security Standard \(BPSS\)](#). (See the Cabinet Office website for further information.) Initially, successful candidates will receive a provisional offer of employment – we can only make a firm offer once we have a satisfactory outcome to our enquiries into candidates’:

- Identity
- Nationality & Immigration Status
- Employment History
- Criminal Record
- Fitness for work (Occupational Health check)

Please note that, as part of our enquiries into Criminal Record, we require all candidates who are successful at interview to let us have sight of a current Basic Disclosure Scotland certificate. The cost for obtaining this is borne by the candidate, not RoS, and is currently £25.

In addition to the checks stated above, if any particular qualifications or professional memberships are required for the post – as stated in the role profile – we will require to have sight of original documentary evidence (not photocopies). Normally, we will ask candidates to bring this documentation with them to interview as, by doing so, candidates do not have to send this documentation by post or visit the office at a later date to show us this documentation.

GENERAL CONDITIONS OF THE POST

Location

This role will be based in our office at Meadowbank House, 153 London Road, Edinburgh, EH8 7AU.

Duration of appointment

This role is to be filled on a permanent basis.

Hours and Leave

We operate a flexible working hours system based on a 37 hour (net), 5-day week, worked over a Monday to Friday. In addition to 26 days paid leave per annum on entry, our staff are entitled to 12 days of Public and Privilege leave per annum (pro rata for part time workers). Our offices are closed on only four of these 12 days, with the balance being used in the same way as annual leave.

Salary

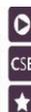
The salary range for a HEO post is shown below, with progression from the band minimum to band maximum within two years, subject to satisfactory performance. Normally, new entrants will be appointed on the band minimum. Salaries are paid monthly in arrears by credit transfer.

HEO Grade:

	2018/19
Band maximum	£34,669
	£32,223
Band minimum	£29,775

Dress Standard

In order to reflect and maintain a consistent image of Registers of Scotland as a quality service provider, we expect you to dress appropriately for a business environment. Generally speaking, smart casual clothing is acceptable.





Relocation Expenses

New entrants will be required to pay their own relocation expenses, if applicable.

Probation

All new appointees are subject to a probationary period of one year.

Performance Appraisal

We have a Performance Appraisal System that is used to manage employee performance and development.

Pension

You will be offered the opportunity to join the Civil Service pension arrangements, which include a valuable range of benefits.

Retirement

We believe that, wherever possible, our employees should be able to continue working for as long as they wish to and they are able to do so. For this reason, we have no age retirement policy.

CIVIL SERVICE CODE

All appointees to the Civil Service must comply with the requirements of the [Civil Service Code](#) and are expected to carry out their role with dedication and a commitment to the Civil Service and its core values which are Integrity, Honesty, Objectivity and Impartiality. The Code sets out the standards of behaviour expected of you and other civil servants. Please [click on this link](#) to view the Civil Service Code in full.

IMPORTANT INFORMATION FOR PREVIOUS EMPLOYEES OF ROS AND OTHER CIVIL SERVICE DEPARTMENTS

Previous employees of RoS or other civil service organisations may wish to note that, if successful, pre-employment checks will be undertaken to verify their satisfactory civil service employment record. Should we learn that a candidate left the civil service in unsatisfactory circumstances, for example as a result of disciplinary proceedings, we will consider whether to proceed with or withdraw the offer. In doing so, we will take into account the details of the circumstances.

In addition, we will not offer employment to any candidate who has signed an agreement not to seek re-employment within the civil service.

COMPLAINTS

Our recruitment processes are underpinned by the principle of selection for appointment through fair and open competition on the basis of merit, as outlined in the [Civil Service Recruitment Principles](#) which can be found at civilservicecommission.independent.gov.uk. If you feel your application has not been treated in accordance with the Principles and you wish to make a complaint, you should contact: Registers of Scotland, Meadowbank House, 153 London Road, Edinburgh, EH8 7AU, or e-mail recruitment@ros.gov.uk in the first instance. If you are not satisfied with the response you receive from us, you can then contact the Office of the Civil Service Commissioners. We will provide you with the appropriate contact details for the Commissioners with our response.

