



CANDIDATE INFORMATION PACK

VACANCY	ADMINISTRATORS
SALARY	£31,231 - £33,560 – (GRADE A4) STAFF WILL BE APPOINTED ON POINT 1 OF THE SCALE- £31,231
STATUS	Permanent
HOURS OF WORK	35 hours per week
LOCATION	Hamilton - currently working to a hybrid model of office and home (after training, approximately 60% office based)
CLOSING DATE	Wednesday 29th April 2026

***Candidates who have previously applied for this position will not be reconsidered and should not reapply.**

The Police Investigations and Review Commissioner is currently seeking to recruit **2 ADMINISTRATORS** to join her growing team who are based in Hamilton.

The PIRC was established in 2013 and is responsible for carrying out independent investigations into incidents involving the police and independently review the way the police handle complaints from the public.

Our aim is to secure public confidence in policing in Scotland by supporting continuous improvement and promoting positive change.

As an Administrator, reporting to the Senior Administrator, you will provide support to the Reviews and Investigations team. This role encompasses a wide variety of tasks which require excellent, accurate typing, including audio, and administrative skills.

Specific Duties:

- Deal with telephone and email enquiries that are often complex, challenging and difficult in nature.
- Accurately enter, update, and maintain information on a range of systems and databases, ensuring a high level of accuracy, attention to detail and data quality
- Be proficient in Microsoft Office Suite (Word, Excel, PowerPoint) to produce correspondence, reports, spreadsheets and presentations to a professional standard.
- Maintain accurate and well organised electronic and paper records, ensuring information is logged correctly and readily accessible.
- Format and issue Investigation reports ensuring consistency, accuracy, and compliance

- Assist in the regular audits of the case management system and produce various statistical reports, liaising with the Data Analyst where required.
- Maintain filing systems, organise and store paperwork, documents and computer-based information, in accordance with our records management policy and ensure that data security and confidentiality is maintained at all times
- Take responsibility for logging and retention of PIRC productions, and ensure that data security and confidentiality is maintained at all times
- Order and maintain stationery and equipment supplies
- Provide administrative support to meetings, including preparing statistics, taking accurate minutes, and circulating actions
- Monitor and manage various shared mailboxes, ensuring correspondence is reviewed and actioned promptly and appropriately
- Work to tight deadlines whilst managing competing priorities, ensuring accuracy and quality are maintained at all times
- Undertake any other task as directed by the Commissioner or Line Manager in line with pursuance of PIRC objectives.

Success profile

Success profiles are specific to each job, and they include the mix of skills, experience and behaviours candidates will be assessed on.

Experience

- Minimum of 2 years' experience working in an administrative role
- An understanding of IT systems, including Microsoft Office (Word, Excel, Outlook and PowerPoint)
- Experience of working effectively in a role where working independently and contributing to team success are equally important.
- Proven experience in maintaining good working relationships with internal and external customers
- Experience of working with Case Management Systems (CMS) or similar structured databases
- Experience in implementing, and following administration systems and processes for managing documents, records and data accurately
- Experience in diary management, organising meetings and taking accurate and comprehensive minutes
- Experience of working to deadlines and managing competing administrative priorities
- Proven experience of producing accurate work in a role requiring high attention to detail
- Proven ability to handle confidential information with discretion and professionalism.
- Ability to remain professional, calm, and organised when dealing with challenging or sensitive situations
- Desirable – administration qualification or evidence of continuous personal development gained in a similar role.
- Desirable – knowledge or experience of using Power Query

Behaviours

Communicating and Influencing – Level 1

Working together – Level 1

Making a quality service - Level 1

Delivering at pace – Level 1

You can find out more about Success Profiles Behaviours [here](#)

Security Checks

The successful candidate must undergo Non-Police Personnel Vetting (NPPV) Level 3 and Baseline Personal Security Scotland (BPSS) prior to appointment. Please see here <https://www.gov.uk/guidance/united-kingdom-security-vetting-applicant> to ensure you are aware of the requirements prior to submitting an application. Applicants should be aware that they are required to have lived in the United Kingdom for at least 3 years to meet the first element of the vetting requirements.

About Us

The Police Public Order and Criminal Justice (Scotland) Act 2006, as amended by the Police and Fire Reform (Scotland) Act 2012, sets out the functions of the Police Investigations & Review Commissioner (PIRC). These are to review the manner in which policing bodies in Scotland deal with complaints and also to conduct investigations into particular kinds of incidents involving the police. The types of investigation which the PIRC may carry out are specified in the 2006 Act, as amended.

The PIRC is a Non-Departmental Public Body (NDPB) sponsored by the Scottish Government. The organisation is led by the Commissioner, Laura Paton, who is supported by the Director of Operations, and supported by a team of staff, based in Hamilton.

Equality Statement

The PIRC is an equal opportunities employer and is committed to promoting a diverse workforce, with an emphasis on the PIRC values of integrity, impartiality and respect. We, therefore, encourage and welcome applications from all members of the community. We are committed to the Disability Confident Initiative and offer a guaranteed interview to any applicant who meets all of the selection criteria required for the post and considers themselves to be disabled.

For information on this vacancy please contact the Human Resources Department at jobs@pirc.gov.scot or call on 07342 080256.

How to Apply

Candidates who have previously applied for this position will not be reconsidered and should not reapply.

Apply online, **you must provide a CV and Supporting Statement** (of no more than **1000 words**) which provides evidence of how you meet the skills, experience and behaviours listed in the Success Profiles above.

Artificial Intelligence (AI) tools can be used to support your application, but all statements and examples provided must be truthful, factually accurate and taken directly from your own experience. Where plagiarism has been identified (presenting the ideas and experiences of others, or generated by artificial intelligence, and presented as your own) applications will be withdrawn and internal candidates may be subject to disciplinary action.

Please see our candidate guidance for more information on acceptable and unacceptable uses of AI in recruitment.

Successful applicants will be invited for further assessment; this will consist of an interview and scenario-based presentation.

We will provide feedback on request to candidates who attend an interview/assessment.

The closing date for applications is midnight on **Wednesday 29th April 2026**

Please continue to check your account on our recruitment portal as all applicants will have the status of the application updated on their account.

Please note we are unable to provide feedback on unsuccessful applications.