



CANDIDATE INFORMATION PACK

VACANCY	CORPORATE SERVICES SUPPORT ASSISTANT
SALARY	£27,164 - £30,281– (GRADE A3) STAFF WILL BE APPOINTED ON POINT 1 OF THE SCALE- £27,164
STATUS	Permanent
HOURS OF WORK	35 hours per week
LOCATION	Hamilton
CLOSING DATE	Sunday 10th May 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 a **CORPORATE SERVICES SUPPORT ASSISTANT** to join her 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.

Working as part of Corporate Services team, the post holder will be responsible for supporting the smooth running of the PIRC office, through the delivery of high-quality administration, ICT and facilities work.

Specific Duties:

Customer Service & Front of House

- Act as the first point of contact for internal and external customers and visitors to PIRC buildings, ensuring a professional and welcoming experience.
- Handle customer enquiries efficiently and courteously, ensuring timely responses and escalation to the appropriate person where required.

Corporate Services & Facilities Support

- Support the Corporate Services Team with facilities-related activities, including reporting maintenance issues and escorting contractors on site.
- Provide cover for the Corporate Services Team as required to ensure continuity of service.
- Maintain general office supplies, including stationery, printer toners, and kitchen supplies (tea, coffee, etc.).

IT & Office Systems Support

- Provide first-line IT support for staff, including setting up equipment, workstations and basic troubleshooting.
- Update and maintain corporate databases, ensuring accuracy, confidentiality and compliance with records management and data security policies.
- Organise, file and securely store paperwork, documents and electronic information in line with organisational procedures.

Administration & Coordination

- Organise appointments, meetings, travel, accommodation and events as required.
- Set up meeting rooms for training sessions, Corporate Services meetings and events, including maintaining adequate supplies of refreshments.
- Review and update Corporate Services procedures relevant to the role, ensuring they remain fit for purpose and up to date.

Equality, Diversity & Organisational Values

- Promote diversity, equality and inclusion as an integral part of the organisation's culture and ways of working.

General Duties

- Undertake any other duties as directed by the Commissioner or line manager, in line with corporate objectives and the responsibilities of the post.

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 1 years' experience working in an administrative role.
- An understanding of IT systems, including Microsoft Office (Word, Excel, Outlook and Powerpoint) and basic IT troubleshooting skills
- An ability to produce reports using data from spreadsheets
- An ability to handle confidential information with discretion and professionalism.

Behaviours

Communicating and Influencing – Level 1

Working together – Level 1

Managing 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

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 **Sunday 10th May 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.