**Candidate Guidance**

**Introduction**We are delighted you have shown an interest in working for the Scottish Courts and Tribunals Service (SCTS).

This guide explains the different stages of our recruitment process and will help support your during the application process. There are links to other guidance documents that will provide more in-depth detail on topics such as the online assessments and how to complete your application using the electronic system.

**About us – who are we and what do we do?**The SCTS is an independent body established by the Judiciary and Courts (Scotland) Act 2008. We play a key role in supporting a safe, just and resilient society by providing a high quality service to Scotland’s tribunals, courts and the Office of the Public Guardian.

Although we operate in a time of financial constraint and constitutional change, we have achieved much over the past few years. We have completely upgraded our IT infrastructure so it can support innovation and future advances in technology, and we have maintained record levels of customer service and satisfaction.

However, joining the SCTS is not just a vocation; you will join a visionary and innovative institution driving the largest programme of modernisation and reform in over 100 years. Our workforce is skilled, engaged and committed to delivering a high-quality service, and we constantly strive to improve our facilities, processes and systems – making the SCTS a great place to work, learn and develop.

**Equal Opportunities**

The SCTS is committed to providing equal opportunities and avoiding unlawful discrimination in employment. This means that all job applicants and employees shall receive equal treatment regardless of sex, age, marital status, race, colour, and nationality, ethnic or national origins.

**Are you eligible to join the SCTS?**

To be eligible for a role within the SCTS you must:

* Be eligible to work in the UK;
* Meet the civil Service Nationality Rules [CIVIL\_SERVICE\_NATIONALITY\_RULES\_-\_GUIDANCE\_ON\_CHECKING\_ELIGIBILITY.pdf (publishing.service.gov.uk)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1177300/CIVIL_SERVICE_NATIONALITY_RULES_-_GUIDANCE_ON_CHECKING_ELIGIBILITY.pdf)
* Not have any spent or unspent criminal convictions;
* Some of our roles prohibit employing individuals who have been made insolvent/bankrupt; and
* Have passed our online suitability tests (for admin roles) or meet the qualifications/experience outlined in the person specification.

**What should I do if I have any questions?**If you require assistance during any part of the recruitment process please email [recruitment@scotcourts.gov.uk](mailto:recruitment@scotcourts.gov.uk). We aim to respond within 3 days, however, this will depend on the complexity of the query and the volume of queries received.

**The recruitment process**The SCTS recruitment process has 5 key stages:

\* Our online suitability tests are only used for our ‘entry level’ jobs which are typically administrative and support level jobs.

**Clicking on the image of each stage will take you to that particular section of the guide.**

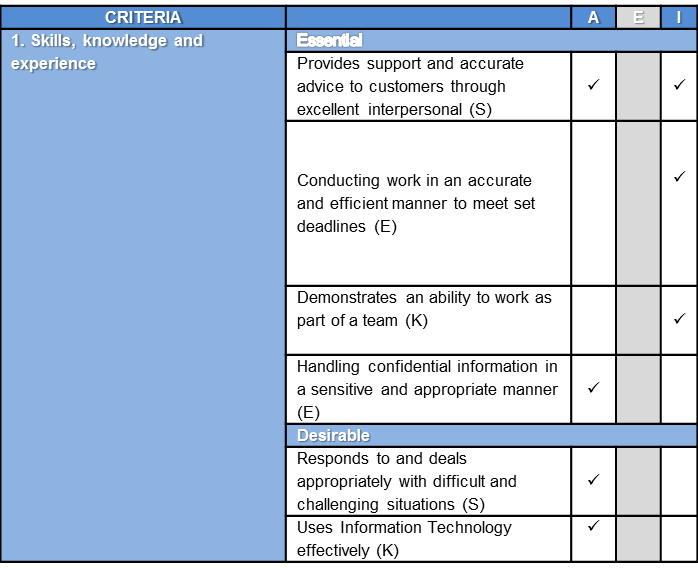
Stage 1

* Online Application

All SCTS vacancies will have a Job Description and a person specification. Applicants should read these carefully as they will provide a clear understanding of:

* the duties undertaken in the role
* the qualifications and/or training required to do the job
* the skills, knowledge and experience required to do the job

**Person specification**The person specification will outline the key skills, knowledge and experience required for the role. Candidates must provide examples that demonstrate how they meet the criteria denoted with (✓) in the application column of the specification.

**Key: A = Application form, E = Exercise, I = Interview**

For example, if you were applying for a role with the person specification above, then you would need to demonstrate in your application how you:

* provide support and accurate advice to customers;
* handle confidential information in a sensitive manner;
* respond and deal with difficult situations; and
* use information effectively.

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**You may wish to use the STAR model as this will help structure and focus your examples. Please see the** [**STAR guidance**](http://www.scotcourts.gov.uk/docs/default-source/recruitment/star-principle-guidance.docx?sfvrsn=2) **for examples on this.**

**Values and behaviours**We look for applicants to demonstrate our core values and behaviours throughout the selection process.

Our Values are:

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| --- | --- |
| **Respect** | Be courteous – cooperate, treat everyone with dignity and value diversity |
| Be open and fair – encourage good performance, give and receive constructive feedback, challenge and change inappropriate behaviour |
| Work as one team – lead and manage well; trust; empower and inspire each other |
| **Service** | Deliver a professional service – get the basics right, recognise individual needs and manage information responsibly |
| Learn in all we do – build our skills and knowledge; respond to feedback and reflect on learning and experience to improve our service |
| Set an example – always do our best, share and explain what we do and show how it relates to our priorities, policies and values |
| **Excellence** | Innovate – think creatively to find solutions, evaluate ideas and deliver continuous improvement |
| Collaborate – work with our customers and partners to share experience and lead change to improve the justice system |
| Be accountable – explain our plans and performance, understand the risk we face and make clear decisions that deliver improvement, sustainability and efficiency |

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**When you are providing your examples on the criteria, consider how you are linking these to our values. Please access the** [**STAR guidance**](http://www.scotcourts.gov.uk/docs/default-source/recruitment/star-principle-guidance.docx?sfvrsn=2) **for examples on this.**

**Further information**

If you wish more information on using our eRecruitment system, please refer to our guide on [completing an online application.](http://www.scotcourts.gov.uk/docs/default-source/default-document-library/how-to-complete-the-online-application-v1-0ad6ed2a6898069d2b500ff0000d74aa7.pdf?sfvrsn=0)

Stage 2

* Online Assessments

**About our assessments**

Our online suitability tests are only used for our ‘entry level’ jobs, such as Administrative and Support Officers, Macers and Jury Minders. Our selection tests have been developed by qualified Occupational Psychologists who are regulated by The British Psychological Society (BPS).

**What tests do we use?**

The types of assessments we use are:

* **Situational Judgement Test (SJT):** You will be presented with a set of work scenarios, and need to choose your most likely and least likely response from the options available.
* **Verbal reasoning:** Measures your ability to understand process and work with numerical information.
* **Numerical reasoning:** Measures your ability to understand process and work with numerical information.
* **Checking test:** Measures your ability to sustain a high level of detail.

**How will I get the results?**

They will usually be communicated to you within 48 hours. If you pass the suitability test you will be able to apply for similar jobs for a period of 6 months, after which time the test will need to be retaken. If you do not pass the test, you will not be able to apply for a similar post for the following 6 months.

**Tips for completing the tests**

* Complete the assessments in a quiet area to avoid interruptions.
* Read the test instructions carefully. You can take as much time as you need as there is no time limit for this part of the test.
* If you are unsure of an answer move on and you can return to it at the end. Guess rather than leave it blank. Incorrect answers do not count against you.
* The numerical test may involve calculating percentages and other ratios so it may be helpful to have a calculator, pens and paper to hand.
* Don’t put off completing the assessments until the last minute.
* You do not have to complete all the assessments in a single sitting. You can complete one and sit the others when you are free to do so.

**Further information**If you wish more information, please refer to our [guide on taking our online assessments.](http://www.scotcourts.gov.uk/docs/default-source/default-document-library/guidance-for-candidates-taking-our-online-suitability-tests.pdf?sfvrsn=0)

***Please note that due to the volumes of applications we receive we are unable to provide test feedback.***

* Exercise/Assessment

Stage 3

If you are shortlisted for an HEO level post or above, you may need to complete an exercise / assessment. This will generally take place just before your interview. Your invite to interview confirmation will outline the specific instructions.

The most common types of exercises / assessments that will be used are:

|  |  |  |
| --- | --- | --- |
| **Assessment type** | **Requirements** | **What will this test?** |
|  |  |  |
| Presentation | You will be asked to deliver a presentation on a specific topic. You will be advised what media will be available (e.g. powerpoint) and the time allowed. The recruitment panel may have follow up questions. | This will test your knowledge of the role and communication skills. |
| Scenario based assessment | You will be given a written scenario to complete, usually within 20-30 minutes. | This will test your knowledge of the role and problem solving skills. |
| Role Play | You will be given a task to complete that emulates a workplace situation. It usually takes place on a one-to-one basis with an assessor observing the interactions. | This will test how well you deal with situations, such as resolving conflict. |
| Group exercise | As part of a group you will be tasked with completing a task or solving a problem. | This will test how well you interact and contribute in a team environment and your listening and communication skills. |
| Written exercise | You will be asked to complete a variety of written tasks within a specific time period. | This will test your ability to carry out various aspects of the job. |
| Psychometric Testing | You will be asked to complete an online questionnaire. | This focuses on your behavioral preferences, such as how you view yourself, instead of your abilities. |

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**Read the instructions of any test very carefully and ask questions if you are unsure how to proceed.**

* Interview

Stage 4

If you are invited for an interview you must bring the following documentation:

1. Three official forms of identify. This is usually a passport, birth certificate / driving license and a document dated within the last 3 months that confirms proof of address. More information on the identification you can bring can you found on our [acceptable forms of identification guide.](http://www.scotcourts.gov.uk/docs/default-source/recruitment/acceptableformsofindentificationforexternalrecruitment.doc)
2. An official document confirming your National Insurance (NI) number, for example a national insurance card, P45/P60, a payslip or any other official document which confirms your NI number.
3. Original copies of the qualifications noted on your application form.

The SCTS is required by law to confirm an individual is entitled to work in the UK and we find it easier for both the candidate and ourselves if this information is taken at the interview stage.

**What to expect on the day of the interview**

When you arrive at the specified destination you will be met by one of the recruitment panel who will take you to the interview location. A recruitment panel will conduct the interview and this is usually made up of 3 members of staff, one of which is normally the line manager for the role. The interview will last between 30-60 minutes.

**Interview format**

You will be asked a series of questions based on the criteria in the person specification and you may also be asked some technical questions depending on the role. **Please ensure you provide specific examples to the questions asked.**

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**You may wish to use the STAR model as this will help structure and focus your examples. Please see the**[[**STAR guidance**](http://myscs/library/Recruitment/Templates/Star_Principle_Guidance.docx)](http://www.scotcourts.gov.uk/docs/default-source/recruitment/star-principle-guidance.docx?sfvrsn=2) **for examples on this.**

**A few things to remember**

* Arrive early so you have plenty of time to find your destination.
* Try to relax as best as you can. The recruitment panel will allow for nerves.
* Be prepared with specific examples that relate to the person specification.
* Stick to answering the question. If you don’t know an answer just say so.
* Ask for clarification if you do not understand a question.
* Think and act positively and project confidence.
* Speak up after the interview if you wish to add more information to your answers or have questions for the recruitment panel.

Stage 5

* Job Offers and pre-employment checks

**Job offer**

If you are successful in your application we aim to tell you as soon as possible after the interview date. We’ll usually call you in the first instance to let you know and then follow this up with a formal offer in writing. If you are unsuccessful we will let you know by email, and you can always ask for feedback to help you with future applications.

Feedback requests should be emailed to [recruitment@scotcourts.gov.uk](mailto:recruitment@scotcourts.gov.uk) and this will be passed to the recruiting manager who will contact you directly to provide constructive feedback.

**Pre-employment checks**

Once you have accepted the job offer, we will commence pre-employment checks. This means:

* Contacting the referees stated in your application form;
* Sending you a link to our onboarding module on iTrent which will allow you to complete the following;
* Disclosure Scotland application form, as all our jobs require Standard Disclosure clearance.
* Personal and bank details
* Pension questionnaire
* Arranging a health check. Our health provider will email you an online questionnaire to complete. Depending on your response, they may contact you to determine if any adjustments are required prior to employment.

**Onboarding**

Your first few months will be critical to your success in your role. You will want to make a positive impact and we will help you achieve just that. The SCTS has a number of mandatory elearning modules which will support your development and you will also receive an in-depth local induction. This will ensure you are familiar with our goals and values, and how you will help contribute to our success.

We are also constantly seeking feedback, and will ask you to complete a new start survey so you can share your experience and tells us how we can improve.

**We wish you the very best in**

**Your new role**