**Frequently Asked Questions – Client Advisor Role (A3)**

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# About the Role

## **What does a Client Advisor do at Social Security Scotland?**

A Client Advisor supports people across Scotland in applying for benefits delivered by Social Security Scotland on behalf of the Scottish Government. This includes handling inbound and outbound calls, webchats, emails and letters as well as processing applications and payments. The role includes speaking to clients and requires the successful candidates to deliver a high standard of service with our core values of dignity, fairness and respect.

## **What are the key skills required for this role?**

* Excellent communication skills (verbal and written)
* Strong IT skills, including Microsoft Office
* Ability to manage a varied workload
* Attention to detail and accuracy
* Ability to work collaboratively in a team
* Confidentiality and professionalism when handling sensitive information
* Belief in our core values of treating everyone with dignity, fairness and respect

## **Is training provided for this role?**

Yes. Successful candidates will undergo up to six weeks of mandatory full-time training, which includes both home-based and in-office learning. You must be available full time during this period before transitioning to your agreed working pattern.

## **What working patterns are available after training?**

While the training is full time, alternative working patterns may be available after training, subject to business needs. Flexibility is required by successful candidates as the demand for benefits has several peaks throughout the year.

## **Will I be working on one benefit area or multiple?**

You may work across different benefit areas depending on demand. This ensures clients receive timely support and allows you to develop a broad understanding of the services we deliver for the people of Scotland.

## **What are the working hours for this role?**

The standard working week is 35 hours, typically between 8am and 5pm, Monday to Friday. You may be required to work set start and finish times to meet client demand and during busy periods. Flexible working options are available depending on business needs.

## **Will I need to work in the office?**

Social Security Scotland offers hybrid working options with a a minimum of two days per week worked in either the Glasgow or Dundee office, depending on your chosen location. These days may be scheduled by team managers to support team collaboration.

# About the Recruitment Process

## **What is the recruitment process like?**

The recruitment process includes:

1. Online Application – Submit a CV and a Supporting Statement (max 750 words).
2. Online Assessment – Includes computer literacy, Situational Judgement Test and Personality Questionnaire.
3. Application Sift – Based on your CV and statement, especially focusing on the “Managing a Quality Service” behaviour.
4. Online Recorded Interview – If successful in the sift.

## **What should I include in my Supporting Statement?**

Your statement should demonstrate how you meet the Success Profile behaviours:

* Managing a Quality Service (Level 1)
* Working Together (Level 1)
* Communicating and Influencing (Level 1)

Use specific examples from your experience to show how you meet these criteria.

## **What is the Success Profiles framework?**

Success Profiles is the Civil Service assessment framework. It evaluates candidates based on behaviours, strengths, experience, ability and technical skills. For this role, the focus is on behaviours.

## **What happens if I don’t pass the online assessment?**

If you don’t pass the online assessment, your application will not proceed to the sift stage. You will be notified via email.

## **Will I receive feedback on my application?**

Due to the high volume of applications, only general feedback will be provided upon request. Specific feedback on individual applications will not be available.

## **Can I attend an information session before applying?**

Yes. Social Security Scotland encourages candidates to attend application workshops. These sessions provide tips on applying, explain the Success Profiles and offer guidance on writing your CV and personal statement.

## **Will this campaign recruit for permanent roles, fixed-term appointments or both?**

This campaign may recruit for a mixture of both permanent and fixed-term appointments, depending on business needs. The specific type of contract offered will be confirmed at the offer stage.

## **What happens if I am successful but there are no immediate vacancies?**

If you pass all stages of the recruitment process but there are more successful candidates than available posts, you may be placed on a reserve list. This list is valid for up to 12 months and you may be offered a role if a vacancy arises during that time.

## **I am already on the reserve list from a previous campaign. Do I need to apply again?**

If you are currently on an active reserve list, you do not need to reapply unless you wish to update your application or be considered for a different location or contract type. Your place on the reserve list remains valid for up to 12 months from the date you were notified.

## **Why is a new recruitment campaign being run if there is already a reserve list?**

New campaigns may be launched for several reasons, including:

* The need to recruit for different locations or contract types (e.g., permanent vs fixed term)
* A larger volume of upcoming vacancies than the current reserve list can fill.

This ensures Social Security Scotland can meet operational demands effectively and fairly.

## **What are the Civil Service Nationality Rules and do they apply to me?**

Yes, as part of the UK Civil Service, Social Security Scotland adheres to the Civil Service Nationality Rules. You must be a:

* UK national
* National of a Commonwealth country with the right to work in the UK
* National of the Republic of Ireland
* EEA or Swiss national with settled or pre-settled status under the EU Settlement Scheme.

You can find full eligibility details on the [Civil Service website](https://www.civilservicejobs.service.gov.uk/csr/index.cgi).

## **What is Social Security Scotland’s approach to equality and inclusion?**

Social Security Scotland is committed to equality, diversity, and inclusion for all of our clients and colleagues. We aim to recruit a workforce that reflects the diversity of Scotland’s population and we are a Disability Confident Employer.

## **Can I request adjustments during the recruitment process?**

Absolutely. If you require reasonable adjustments at any stage of the recruitment process or during employment, please contact the recruitment team at: [Recruitment@socialsecurity.gov.scot](mailto:Recruitment@socialsecurity.gov.scot)

Adjustments may include alternative formats, additional time or support during assessments and interviews.

## **Where can I find more information about diversity and support?**

You can learn more about Social Security Scotland’s commitment to diversity and the support available for candidates on [our website](https://www.socialsecurity.gov.scot/working-with-us).

## **Will Artificial Intelligence be used when assessing my application?**

No, your written application and interview responses will be scored by a panel of Civil Service employees. The Online Assessments (situational judgement test and personality questionnaire) have pre-set pass marks determined by Social Security Scotland and external Occupational Psychologists

## **Is this role part of a recognised profession?**

Yes. You will be joining the Operational Delivery Profession, the largest profession within Social Security Scotland and the Civil Service. This recognises the importance of your role in delivering public services.