



# Sales Admin Assistant

**Closing Date: Monday 4 December 2023, midday**

**Expected Interview Date: 14 December 2023**

## Recruitment Reference:

HES/23/265

## Starting Salary:

£21,452 per annum

## Salary Range:

£21,452 - £22,272 pro  
rata per annum

## Pay Band:

A

## Directorate:

Marketing and  
Engagement

## Location:

Seven Hills Business  
Park, Edinburgh

## Line Manager:

Sales Executive

## Contract Type:

Permanent

## Working Hours:

Full time, 37 hours per  
week

Thank you for your interest in the post of Sales Admin Assistant with Historic Environment Scotland, based at the National Collection of Aerial Photography (NCAP). This is a permanent and pensionable appointment.

As a key member of the Commercial Development and Enterprise team, you will be the first point of contact between NCAP and our clients. As such you will be customer-focused and driven to show continuous improvements for the customer journey as it supports the sales and marketing strategy. Holding an administrative role within NCAP, you will have the responsibility for record ordering and sales fulfilment. You will assist with general operations at the NCAP facility in the Seven Hills Business Park, Edinburgh.

## About us

We are the lead body for Scotland's historic environment; a charity dedicated to the advancement of heritage, culture, education and environmental protection. We're at the forefront of researching and understanding the historic environment and addressing the impact of climate change on its future. We investigate and record architectural and archaeological sites and landscapes across Scotland and care for more than 300 properties of national importance. We have a People Strategy, which is an overarching strategy to ensure we support and develop staff within the organisation.

## Our Vision

Our vision is that Scotland's historic environment is cherished, understood, shared and enjoyed with pride by everyone.



## Our Priorities

- The historic environment makes a real difference to people's lives
- The historic environment is looked after, protected and managed for the generations to come.
- The historic environment makes a broader contribution to the economy of Scotland and its people
- The historic environment inspires a creative and vibrant Scotland
- The historic environment is cared for and championed by a high performing organisation.

## Overview of the post and information about the team

With over 30 million, and an ever-growing number of high-resolution aerial images, NCAP is one of the largest collections of historic imagery in the world. A centre of excellence and standard-setter for the custodianship of historical aerial photography, NCAP imagery records key moments in history and places throughout the world. Part of Historic Environment Scotland, NCAP sits within the Marketing and Engagement Directorate.

You will work to facilitate the sale of NCAP aerial photography to business and consumer customers through scan-on-demand orders, special projects, and via online platforms. Under the direction of the NCAP Sales Executives, you will see the delivery of sales to meet our ambitious income targets. You will fulfil sales orders as directed by colleagues as we expand into new markets.

Working with the NCAP Sales Executives to ensure a positive customer experience is at the forefront of everything that we do. This will take the form of processing electronic and telephone enquiries, ensuring that responses are completed, to prescribed standards, within required turnaround times. Where appropriate these can be referred to senior colleagues and subject specialists.

Working with various teams, such as Digitisation, Cataloguing and Quality Assurance teams, you will compile daily orders across NCAP to ensure the delivery of collections for the completion of scan-on-demand image sales and planned digitisation programmes.

## Key responsibilities, duties and objectives

- Work with Sales Executives to deliver an efficient and quality customer service journey.
- Assist with marketing initiatives as we explore new market areas to deliver on growing sales targets. This includes assisting with the development and promotion of NCAP products and services.
- Gain a complete understanding of all NCAP operations and workstreams to better inform customers and manage expectations of service delivery
- Issue the final delivery of completed sales orders via appropriate digital systems. This includes the issuing of licence documentation and invoices as required.



- Coordinate lines of communication for NCAP including phone, in-person, and team email inbox. Triage enquiries for maximum efficiency and refer to subject specialists where appropriate.
- Answer basic enquiries and deliver search reports or research copies to customers.
- Rectify errors in ordering systems to deliver the best results for clients.
- Coordinate bookings and supervision of the NCAP Search Room; including the coordination of object or digital delivery of requested material that meets visitors research schedule.
- Welcome visitors to Seven Hills to assist with site operations and supervise Search Room users.
- Coordinate the delivery of orders, requests, and information between colleagues and teams to fulfil enquiries.
- Assist the Sales Executives with the production of reports and documentation which informs forward planning for NCAP.
- Carry out searches and glean information from all available systems.
- Work with colleagues across NCAP to deliver key Business Plan and strategic objectives.
- Assist with the compilation of online platform content where appropriate.
- Contribute to a supportive and inclusive work environment at Seven Hills.
- Support colleagues in all operational areas where required.
- Maintain an awareness and responsibility for all areas of health and safety for self, visitors, and colleagues



## Post Competencies

You will be assessed against these competencies during our selection process.

### **Core Competencies:**

- Delivering excellent Service – Demonstrating a commitment to quality services
- Teamwork - Contributing to and supporting working together
- Planning and Organising - Putting plans and resources in place to achieve results
- Communication - Communicating appropriately and clearly
- Knowledge & Expertise - Applying and developing knowledge and expertise to achieve results - (See below for specific criteria)

## Knowledge, skills and experience

You will be required to demonstrate that you meet the requirements and qualifications below as part of the selection process.

### **Essential requirements:**

- Experience in sales, customer service or office administration in any sector.
- Demonstratable experience in delivering excellent quality service.
- Confident PC user with Microsoft office skills.
- Excellent communication skills for both business clients and the general public.
- Ability to work without supervision to complete tasks and meet goals.
- Ability to work under pressure and prioritise multiple tasks.
- Proven history of developing knowledge and expertise to achieve results.
- Experience of contributing to a supportive working environment.

### **Desirable requirements:**

- Knowledge of delivery systems for digital assets and digital transfer.
- Knowledge of mapping and geospatial information systems.
- Knowledge or interest in historic aerial photography.
- Previous experience engaging with a range of clients and being proactive in responding as required.



## What we offer

We welcome applications from all nationalities, assuming that they have the right to work in the UK: applying for a job with us could open the door to a unique work environment. It will give you job satisfaction and excellent development opportunities, plus a competitive salary, 25 days paid holidays (rising to 30 days after 3 years' service) and 11.5 public holidays a year – pro rata for part time staff.

In addition, we offer a great benefits package to our employees which includes:

- flexible working hours (where appropriate)
- special leave
- maternity/paternity leave
- adoption leave
- reimbursement for relevant professional subscriptions
- support for further education and personal development
- study leave for work related courses
- access to a learning resource centre

## Health and welfare

We offer you access to:

- our Employee Assistance Programme – for confidential advice and counselling
- an occupational sick pay scheme
- discounts at some local authority leisure facilities
- access to a free Headspace membership
- interest free loans for bicycles and annual travel passes (see 'season ticket' below)
- reasonable adjustments when needed, as part of our Equalities policy

## Staff discounts

You will receive:

- free entry to all of our properties (with up to three guests)
- free entry to English Heritage, Manx and Cadw properties
- 20% off purchases in our retail outlets

## Season tickets

You can receive an advance to help with the cost of buying an annual season ticket for travel between home and work. The advance is then repaid from your salary over the life of the season ticket. Available to all permanent and fixed-term staff.



## How to apply for this post

You can apply on-line by visiting our website at <https://applications.historicenvironment.scot/>.

Guidance on completing the application can be found in the 'Guidance notes for applicants' document, also available at the above website, which we recommend that you read, in conjunction with this Job Description.

Your application must arrive by the advertised closing date. Please note that when applying online, we will only be able to see your application once you fully submit it.

If you are unable to complete an online application form, please email [recruit@hes.scot](mailto:recruit@hes.scot), quoting the job title and recruitment reference, and we will arrange for an application form to be sent to you.

Please note that, as we operate an electronic recruitment system, we will contact you via the email address that you provide in your application to inform you of the outcome of your application.

For further information about the post, please contact Mark Saunders, Sales Executive via email at [mark.saunders@hes.scot](mailto:mark.saunders@hes.scot).

We welcome all applicants from under-represented groups within HES. We know from our [equality monitoring](#) that we need to increase our diversity in terms of ethnicity and disability. We also want to address occupational areas where the ratio is disproportionately in favour of women or men. We ask all applicants to complete the Equality Monitoring section of the recruitment paperwork to help us pursue a diverse and inclusive workforce. In support of our Gaelic language plan we welcome applications from Gaelic speakers.

Human Resources  
Historic Environment Scotland