



# Business Support Manager – Operations

**Closing Date: Wednesday 3 April 2024, midday**

**Expected Interview Date: week beginning 22 April 2024**

## Recruitment

### Reference:

HES/24/021

### Starting Salary:

£30, 539 per annum

### Salary Range:

£30, 539 - £37, 131 per annum

### Pay Band:

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### Directorate:

Operations

### Location:

Edinburgh/ Stirling

### Line Manager:

Business Manager,  
Kati Clark

### Contract Type:

Permanent

### Working Hours:

Full Time – 37 hours per week, Monday – Friday (35 hours from 1 April 2024 with no change to salary)

Thank you for your interest in the post of Business Support Manager with Historic Environment Scotland, based in Edinburgh with flexible working options. This is a permanent and pensionable appointment.

This post sits within the Planning and Reporting Team (P&R) within our Operations Directorate. You will report to the Business Manager for the Operations Directorate. Your main role will be to provide key business support to the Business Manager, Director and Directorate Heads of Service to ensure the smooth functioning of the Directorate at high level.

You will manage a team of three Business Support Officers to provide vital administrative support for central functions. You will also manage two part-year posts responsible for supporting seasonal recruitment and organising pre-season events.

## 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

The Operations Directorate within Historic Environment Scotland is a large, multidisciplinary team specialising in property in care (PiC) conservation and building works, nature conservation, and visitor and community services. Together, we care for our properties, connect communities to the historic environment around them, and welcome visitors from around the world to our properties.

This directorate allows us to:

- Respond to changes in the external world, grow and explore new opportunities.
- Increase our regional footprint by encouraging a culture that empowers colleagues at all levels and provides clear responsibility for increasing community activity.
- Encourage collaboration and coordination across functions at a local and national level, whilst maintaining expert support in the leadership community.
- Create an organisation where colleagues work across regions, functions, and directorates.

As the Business Support Manager your primary responsibility is to be the initial point-of-contact for the directorate for internal and external customer enquiries. You will support the fulfilment of requests made by the Chief Executive's Office on behalf of the Chief Executive, Scottish Government and the HES Board and Chair, working closely with colleagues in Operations and other directorates.

You will develop strong relationships both externally and internally. You will support the Business Manager with competing demands for information within short timescales (often multiple requests and same day or a few hours' turnaround times). You will support and develop your team to provide excellent business support across the service areas of Operations and to key internal and external stakeholders.

You will have responsibility for supporting several cross-directorate boards, either in person or through your team. These will include the Joint Estate Planning Group Project Board (JEPG) and the Estate Programme Board.

The successful candidate will require a strong 'can do' attitude and resourceful approach to tackling a variety of challenges.



## Key responsibilities, duties, and objectives

- Responsible for line managing a small team, ensuring they have the necessary support, skills, and training to carry out their work efficiently and deliver a high standard of work. This team will consist of three Business Support Officers year-round and the addition of 2 part-year staff to support seasonal induction from October to March.
- Support the Business Manager with updating and maintaining of the Directorate and Team Risk Registers as well as the corporate Risk Register.
- Supporting high-level meetings and boards either in person or by delegating to your team.
- Updating and maintaining directorate distribution lists and the high-level staff structure.
- Lead on Directorate Comms including Monthly Newsletter, supplementary briefings, and the Managers Checklist.
- Maintaining/updating the Document Centre as one of the Superusers for the Planning and Reporting team. Support the wider team with development and queries.
- Act as FOI lead for the Operations directorate alongside the Business Manager.
- Lead on complaints and enquiries received by the Directorate ensuring procedure and guidance are up to date and logs are completed accurately. Monitor timescales for replies in accordance with HES service standards.
- Providing cover for the Business Manager when needed (e.g., collating and submitting high level responses to meet strict deadlines, often with short notice and representing the directorate at the Business Manager network meetings).
- Working closely with the Business Manager to develop improved systems and processes and leading on the communication of these.
- Leading the Business Support input on various projects to assist the Director, Business Manager and other directorates as required. An example of this could be a review of the complaints procedure.
- Researching and collating information required for various requests and progress updates (including those sought by the Chief Executive Office, Director, Communications, Finance, Heads of Service and Business Manager).
- Work closely with the Executive Assistant to plan and organise the Operations Management Event including engagement with senior staff to establish agenda, venue, speakers, and themes.
- Providing support for the director as required in the Executive Assistant's absence.
- Working with the Business Manager to build strong relationships with key external and internal stakeholders.
- Being a HESNet content editor for Operations.
- Working closely with the Business Manager and supporting your team to provide an excellent level of service provision for the central functions of Operations.
- Maintain oversight of key Operations information in internal systems where applicable and provide guidance and support for updating this information.



## 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)

### **Management Competencies:**

- Achieving results - Focusing on the delivery of objectives
- Leading a Team/Project/Task – Focusing on leading a Team/Project/Task or developing people.

## 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:**

- Excellent team-working skills and the ability to approach challenges with confidence.
- Excellent interpersonal and communication skills, including the ability to effectively communicate with a wide range of audiences.
- Demonstrable strong oral and written communication skills
- Able to demonstrate a pro-active, solution-based approach to work and the ability to prioritise a busy workload
- Comfortable advising and engaging with colleagues at all levels.
- Strong knowledge and proficiency in Microsoft Office software package, particularly Outlook, Word and Excel
- Ability to work effectively with little or no supervision, regulating your workload to ensure tasks are completed in a timely manner.
- Ability to work with senior colleagues to facilitate their priorities, identifying and addressing issues, and planning to ensure delivery of a cohesive approach.
- Willingness to learn and use new software systems.
- Ability to work effectively in a team to produce results.

### **Desirable requirements:**

- Experience in line managing a team of staff or volunteers.
- Experience working with a wide range of business areas and experts while showing an appreciation of differing priorities.
- Experience in comms, including planning and drafting copy.
- Experience in an EA role or similar.
- Experience of delivering services to a diverse audience.
- Willingness to become involved with organisation- wide improvement projects such as policy reviews



## What we offer

We welcome applications from all nationalities, ensuring that they have the right to work in the UK and applying for a job with us could open the door to a unique work environment. It could also give you job satisfaction and excellent development opportunities, plus a competitive salary, the equivalent of 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/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://www.historicenvironment.scot/about-us/work-with-us/current-vacancies/>

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 Kati Clark, Business Manager via email at [kati.clark@hes.scot](mailto:kati.clark@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