

## Heritage Information and Business Support Assistant

**Closing Date: 13<sup>th</sup> July 2022, midday**

**Expected Interview Date: w/c 25<sup>th</sup> July**

### Recruitment Reference:

HES/22/160

### Starting Salary:

£19,800 per annum

### Salary Range:

£19,800 - £20,751 per annum

### Pay Band:

A

### Directorate:

Heritage

### Location:

Longmore House,  
Salisbury Place,  
Edinburgh.

### Line Manager:

Business Support  
Officer

### Contract Type:

Permanent

### Working Hours:

Full time, 37 hours  
per week

Thank you for your interest in the post of Heritage Information and Business Service Support Assistant with Historic Environment Scotland, based at Longmore House. This is a permanent and pensionable appointment.

You will provide business support for the statutory consents processes which are administered by the organisation. You will also receive and co-ordinate general enquiries and provide support for the work of the Heritage Information and Business Service and the Heritage Directorate more generally.

### 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 it's 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 Heritage Directorate's work includes identifying and recording historic sites and places across Scotland, assessing and designating nationally important sites, managing the Buildings at Risk Register, providing advice about Scotland's World Heritage Sites and leading on some of their management plans, and publishing information about the historic environment on our website.

In addition, we provide HES's advice-giving role within the planning system across Scotland. HES is a statutory consultee for particular types of applications, in policy making and development planning, Strategic Environmental Assessment and Environmental Impact Assessment and the consenting and enforcement authority in relation to works to scheduled monuments.

The Heritage Information and Business Service is responsible for overseeing and supporting the business of the Heritage Directorate. They deliver a centralised information service and maintain data standards for the Directorate, which is responsible for publishing information on our website about Scotland's historic environment. The team co-ordinates our regulatory responsibilities, delivers our HMRC casework, coordinates information requests, as well as delivering our corporate advice and internal training. The team also manages our liaison with IT colleagues. They are responsible for leading on business planning, horizon scanning and workforce planning for the directorate, and lead measurement of our services and their impact. The team also manages the directorate's finances and budget and coordinate our grants advice.

## Key responsibilities, duties and objectives

We are looking for an enthusiastic individual who can undertake a full and varied workload and who will be committed to the delivery of the team duties to a high standard.

- Log all consultations/applications and associated work and damage cases on the Heritage Management System;
- Assist colleagues with the preparation of background material and information to support the delivery of our regulatory functions;
- Handling central Heritage Directorate internal and external enquiries by telephone, e-mail and mail;
- Provide a central booking service for all car hires, accommodation, travel tickets, meeting rooms and refreshments;
- Log out and maintain supplies of health and safety and other pool equipment;
- Monitor and replenish office consumables;
- Undertake general functions in support of the Heritage Information and Business Service, and the Heritage Directorate more generally;
- Carry out financial transactions and purchasing for Directorate colleagues, e.g. using ePC Card and Fusion;
- Assist in testing system and website developments.
- Maintain desk instructions/guidance to ensure current practice is accurately reflected and understood; and
- Assist Heritage Directorate colleagues with ad hoc tasks and projects as required.



## 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:**

- Good written skills with the ability to write in plain English
- Excellent communication skills, including the ability to interact with a wide range of people
- Good organisation and planning skills and the ability to prioritise competing demands
- Knowledge of Microsoft Outlook, Word and Excel
- Knowledge of data protection principles
- Good attention to detail/accuracy
- Ability to work quickly and accurately under pressure

### **Desirable requirements:**

- Arranging meetings and travel
- Previous general office experience
- Experience of scanning/document processing in digital format
- Experience creating and managing web content



## 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 Melanie Bruhn [melanie.bruhn@hes.scot](mailto:melanie.bruhn@hes.scot) or Steven Grieve [steven.grieve@hes.scot](mailto:steven.grieve@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