



HISTORIC
ENVIRONMENT
SCOTLAND

ÀRAINNEACHD
EACHDRAIDHEIL
ALBA

Heritage Business Administration Apprentice

Closing Date: Wednesday 15th May, Midday

Expected Interview Date: Week commencing 27th May

Recruitment Reference:

HES/24/095

Starting Salary:

£24,454

Salary Range:

£24,454 - £25,331

Pay Band:

A

Directorate:

Heritage

Location:

Longmore House,
Salisbury Place,
Edinburgh EH9 1SH, with
option for remote working

Line Manager:

Melanie Bruhn

Contract Type:

2-year fixed term
appointment

Working Hours:

Full time - 35 hours - per
week.

Thank you for your interest in the post of Heritage Information and Business Administration Apprentice with Historic Environment Scotland (HES), based at Longmore House. This is a fixed-term, pensionable appointment available for two years.

The post of Heritage Business Administration Apprentice is part of HES's long-standing skills development programme. You will have the opportunity to gain experience of business administration in a fast-paced office environment and receive learning and development support through a defined programme of mentorship.

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.

Job & Team Overview

The Apprenticeship post sits within the Heritage Information and Business Service and provides administrative support across the Heritage Directorate. You will be part of a team of five dedicated business support assistants who support the work of the directorate through the efficient processing of requests and enquiries, both from internal colleagues and external stakeholders.

The Business Support Assistants are responsible for processing, planning consultations, which is part of our statutory role, and ensure that they are entered accurately into our in-house logging system. The Business Support Assistants deal with all directorate enquiries and correspondence, and co-ordinate the general running of the directorate, including booking travel, arranging training and processing financial transactions. They are also responsible for the requisition and management of stationary and Personal Protective Equipment, and assisting colleagues with printing, scanning, and dealing with physical post.

About Apprenticeships in the Heritage Directorate

The Heritage Information and Business Service have offered Apprenticeships since 2018. We have developed a strong programme of learning and development to support our Apprentices gain their Business Administration SVQ qualification and to develop the skills needed for a career in business administration.

You will learn the skills needed by working alongside colleagues and from learning the policies, procedures and practices that underpin business administration in HES.



There will be an opportunity to access internal and external training and we will work closely with you to develop your own Continual Professional Development (CPD) goals and mentor you to work towards these. You will be supported by both your team and your line manager, to develop your skills and knowledge, and develop your career. There will also be an opportunity to learn about the wider heritage sector from experts across our organisation and beyond while networking with others in HES.

What is the job?

An outline of the key responsibilities, duties and objectives are below:

- Log all consultations/applications and associated work and damage cases on our workflow system 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 Heritage Directorate staff ;
- Carry out financial transactions and purchasing for Directorate colleagues, e.g. using ePC Card and our procurement system Fusion;
- Provide dedicated support for six field officers who work from home;
- 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.

Which qualifications and qualities are required?

We are looking for an enthusiastic individual who wants to explore a career in business administration. You will be supported throughout the apprenticeship, but we are looking for a candidate who takes the initiative and who is able to take the lead on their learning and development. At the end of your apprenticeship you will have secured a qualification in Business Administration [SCQF Level 6](#).

Please note, this is an apprenticeship training position, therefore we will not be able to shortlist candidates who have a relevant [SCQF Level 6](#) or above qualification in administration.

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 & Expertise

Core Competencies:	Essential	Desirable
<ul style="list-style-type: none"> • 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) 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	
Knowledge and Expertise: <ul style="list-style-type: none"> • Knowledge of Microsoft Outlook, Word and Excel • Knowledge of data protection principles 		<p>Yes</p> <p>Yes</p>
Specific Experience and Skills: <ul style="list-style-type: none"> • Working in a role where attention to detail/accuracy is essential • Ability to work quickly and accurately under pressure • Arranging meetings and travel • Previous general office experience • Experience of scanning/document processing in digital format • Experience creating and managing web content 	<p>Yes</p> <p>Yes</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>
Qualifications: A qualification at Scottish Credit and Qualifications Framework (SCQF Level 5) (National 5 or other equivalent qualification) in English and Maths is <u>essential</u> for this position		



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, 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
- 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

Historic Environment Scotland – Longmore House, Salisbury Place, Edinburgh, EH9 1SH
Scottish Charity No. SC045925
VAT No. GB 221 8680 15



HISTORIC
ENVIRONMENT
SCOTLAND

ÀRAINNEACHD
EACHDRAIDHEIL
ALBA

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.



HISTORIC
ENVIRONMENT
SCOTLAND

ÀRAINNEACHD
EACHDRAIDHEIL
ALBA

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, 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, Business Planning Officer via email: melanie.bruhn@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