



HISTORIC
ENVIRONMENT
SCOTLAND

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EACHDRAIDHEIL
ALBA

AMC Technical Support Officer

Closing Date: Monday 13 May 2024, Midday.

Expected Interview Date: Week commencing 20 May 2024

**Recruitment
Reference:**
HES/24/089

Starting Salary:
£32,110 pro rata per
annum

Salary Range:
£32,110 - £37,874
pro rata per annum

Pay Band:
C

Directorate:
Cultural Assets

Location:
Flexible across
Scotland, based at
one of our regional
offices.

Line Manager:
Linda Simpson,
AMC Systems
Project Manager

Contract Type:
Fixed term to 31
March 2025.

Working Hours:
Full time – 35 hours
per week

Thank you for your interest in the post of AMC Technical Support Officer with Historic Environment Scotland. The location of this post is flexible across Scotland and is a fixed term and pensionable appointment.

You will work within the Asset Management and Compliance Team (AMC) on the development of policies, processes, and procedures for the management of Properties in Care (PICs), focusing on supporting the Programme Lead and the Technical Leads on the work that relates to the survey of PIC assets.

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

This post sits within the Asset Management, Factoring and Compliance Department as part of the Cultural Assets Directorate, and will directly report to the AMC Programme Lead. The Cultural Assets Directorate are the custodians of Scotland's 336 properties in care on behalf of Scottish Ministers. The directorate leads on the development of strategy and standards for the sustainable management and compliance of HES Properties in Care, collections and archives, and support others to do the same.

The Asset Management and Compliance Team is charged with the development of policies, processes and procedures for the management of historic assets, ensuring that the approach meets conservation principles and compliance obligations. Compliance areas have been split into three tiers:

- Tier 1: HES Assets and operations that present a risk to life to site users (i.e., high level masonry, rock risk, management of memorials, tree safety, etc.)
- Tier 2: HES operations that present a safety or compliance risk, but not typically to life, that might have some financial implication if HES is not compliant.
- Tier 3: HES operations which impact on the environment and require associated regulatory control.

The AMC Technical Support Officer is part of a sub-team within the AMC team, The Programme Team. This team focuses on ensuring that the overall programme of activity that the AMC team is responsible for is realised and that the agreed benefits, timescales and budgets have been adhered to.

A focus for this role will be provide support on the development of processes and procedures for the management of historic assets and the delivery of the quality assurance programme for High Level Fabric Inspections. You will also support the AMC team, on the development of training packages such as the High-Level Fabric Inspection process training.

You will also coordinate and disseminate information for the AMC team and work on reporting progress, including maintenance of action trackers and risk registers.



There will be an expectation for you to collate information for reports, presentations, and other information vehicles that the team might require. Additionally, you will manage the delivery of small projects, once the scope and strategic direction have been set up.

Whilst there is no requirement for you to be an expert in building conservation, a general understanding of conservation and surveying principles as well as health and safety regulations that apply to their management will be required.

The AMC Technical Support Officer will need to demonstrate excellent communication skills both verbal and in writing, being able to adjust their communication style to suit a wide range of individuals with managerial and technical skill sets.

You will be required to work semi-autonomously and will be responsible for prioritising your own time to ensure the smooth delivery of the various AMC projects. You will liaise with colleagues to track priorities for all project delivery.

There may be some travel required as dictated by the project needs, in line with our organisational policy on business travel.

Key responsibilities, duties and objectives

- Support the Technical Leads with the delivery of outputs which relate to High-Level Masonry inspection and the Quality Assurance Programme.
- Supporting the AMC Systems Project Manager with the operational delivery of work packages.
- Carry out specific discreet research and analysis as required to assist with the delivery of work packages or feed into the development of policies and procedures regarding the management of historic assets.
- Assist the Technical Leads and the Programme Lead on the development of presentations and training packages that relate to the AMC outputs.
- Set up, draft and edit a variety of documents in a range of platforms, such as MS Word, Excel and AutoCAD.
- Feed into the production of reporting documentation such as AMC monthly reports and the Cultural Assets Directorate monthly reports.
- Planning and arranging project meetings with a range of stakeholders and project staff, as required.
- Maintain the project plans and update progress for the PIC survey workstreams that AMC is leading, this will include monitoring and updating the Team's planner.
- Feed onto Risk Registers as required.
- Liaising with project teams and stakeholders to ensure that the action trackers, on projects this post supports, are current and that actions are taken as agreed.



- Maintaining the project files in line with HES information governance standards and project management methodology.
- Undertake any other ad hoc duties 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)

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:

- Good organisational and prioritisation skills, able to work on various projects at the same time whilst meeting deadlines
- Understanding of project management methodologies and Agile working methods
- Proficient in working with technical datasets, data management and collating information to produce reports
- Excellent written and verbal communication, as well as good interpersonal skills; able to adjust communication style to suit audience and media
- Strong analytical and problem-solving skills, with excellent attention to detail and accuracy
- Good IT ability, able to work with digital platforms and ability to learn new software
- Intermediate-level competence in Microsoft packages (ideally Teams, Office, Visio, & SharePoint) and Adobe packages (ideally Acrobat)



- Able to work independently and as part of a team.

Desirable requirements:

- Good working knowledge of cultural resource management and conservation of the built environment.
- Working knowledge in a variety of digital software commonly used in asset management including:
 - BIM, GIS and working with 3D platforms such as Potree
 - Document formatting software such as Adobe Creative Suite, in particular InDesign, Photoshop and Illustrator
 - Experience and competence using AutoCAD
- Experience in writing reports for different audiences
- Experience in designing and creating forms and templates to collate data
- Experience in delivering survey/inspection of historic buildings
- Demonstrable knowledge of information management
- Knowledge of Health and Safety policy and procedures (e.g. risk assessments and method statements) associated with life-risk compliance areas, including CDM Regs.
- Understanding of developing and delivering training packages
- Understanding of digital platforms used in HES would be advantageous.

Qualifications & Professional Memberships:

Essential

- You shall have an SCQF Level 7 qualification in a relevant discipline (heritage management, architecture, building conservation, etc.).

Desirable

- Ideally be educated to Degree level (SCQF Level 9)
- The successful applicant should demonstrate a good understanding of building conservation, heritage management or a related discipline
- Project management trained (PRINCE2, Agile, etc)
- Membership of an appropriate Professional Body e.g. CIAT, RIAS, RIBA, RICS, ICE, IStructE, IHBC, APM
- IOSH Managing Safely
- UK Driver's license



What we offer

We welcome applications from all nationalities, assuming 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, 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 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, 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 Linda Simpson, AMC Systems Project Manager via email at linda.simpson@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