



Business Support Officer

Closing Date: Thursday 4th March, Midday

Expected Interview Date: Week commencing Monday 22nd April

Recruitment Reference:

HES/24/059

Starting Salary:

£25,649 per annum increasing to £27,149 per annum from 1st April 2024

Salary Range:

£25,649 - £28,721 pro rata per annum increasing to £27,149 - £30,221 per annum from 1st April 2024

Pay Band:

B

Directorate:

Operations

Location:

Edinburgh, Stirling, or Inverness

Line Manager:

Kati Clark, Business Support Manager,

Contract Type:

Permanent

Working Hours:

Full-time hours Monday to Friday. 37 hours per week reducing to 35 hours per week from 1st April '24

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

This post sits within the Planning and Reporting Team (P&R) within our Operations Directorate. You will be part of a team of 3 Business Support Officers reporting to the Business Support Manager to provide vital administrative support for central functions. You will have a specific focus on supporting the High Level Masonry team (HLM), although it is expected that all the Business Support Officers within the team will collaborate to support all the central functions.

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, they care for our properties, connect communities to the historic environment around them, and welcome visitors from around the world to our properties.

You will join the Business Support team which consists of the Business Manager, Business Support Manager, Executive Assistant to the Director and Business Support Officers. From October-March this team will also include 2 part- year staff to support seasonal induction. You will be part of a varied, interesting, and fast-paced working environment and will put to good use your strong organisational and planning skills. Our team handles a variety of tasks and you will pro-actively prioritise competing demands and manage upwards to ensure deadlines are adhered to. The Operations Directorate is spread across Scotland and communication is fundamental to team working. You will engage with a wide range of people and topics and will use your excellent communications skills to ensure information is shared in the most effective way with all colleagues.

Key responsibilities, duties, and objectives

High Level Masonry Team

- Book travel and accommodation for the High Level Masonry team.
- Raise and receipt Purchase Orders for the High Level Masonry team.
- Book meetings and provide in -person or virtual support for meetings for the High Level Masonry team, including taking minutes and compiling records of decisions.
- Manage High Level Masonry distribution lists.
- Issue reports and programme updates as directed by the High Level Masonry team
- Manage the High Level Masonry trackers.
- Monitor the High Level Masonry email in-box, replying to general enquiries and allocating other enquiries as appropriate.
- Data management support for the High Level Masonry Team including undertaking training to become a superuser for Operations for the document centre.
- Issue resident letters and other High Level Masonry correspondence.

Business Support

- Support the Business Manager and Business Support Manager with Scottish Government/MSP/Chief Executive office enquiries and information requests. This

includes maintenance of the request tracker(s), maintaining response templates, conducting research and drafting responses. You will be required to manage upwards to ensure appropriate and accurate responses are issued to deadline.

- Collaborate with the Executive Assistant and regional colleagues to ensure that the Chief Executive's Office is informed of MSP visits, MSP enquiries and HES board visits.
- Assist the Business Support Manager in dealing with ad-hoc requests from within the Directorate relating to the running of the Directorate, and from other areas of the business.
- Assist the Business Support Manager to monitor and manage the Operations complaints inbox in line with the HES complaints procedure.
- Raise and receipt Purchase Orders for Head of Planning and Reporting and their direct reports when required.
- Provide diary and meeting support to the Head of Planning and Reporting and their direct reports when required.
- Provide meeting support for cross-directorate meetings as requested by the Business Support Manager. This will include meeting bookings, room bookings, catering booking and minute taking.
- Book travel and accommodation for Head of Planning and Reporting and their direct reports when required.
- Provide support to the Director of Operations when needed (e.g., when colleagues are on leave).
- Collaborate with the other Business Support Officers to ensure an excellent level of service provision for all the central functions of Operations and to provide cover in absences (e.g., annual leave).
- Ensure effective use of the document centre in your work.
- Provide support to the Regional Admin Teams on an 'as required' basis to support delivery of wider Planning and Reporting team objectives.
- There will be a requirement to travel to centralised locations at times to provide in-person support.

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:

- Competent in providing high-level business/administration support.
- Ability to collate, analyse and disseminate information at speed.
- Ability to prioritise tasks and meet tight deadlines.
- Proactive approach to looking ahead, addressing issues, and suggesting solutions
- Close attention to detail.
- Strong teamwork ethic with the ability to work alone or with minimal supervision.
- Strong communication skills, including good grammar, spelling, and numerical ability.
- A good working knowledge of Microsoft Office software packages, particularly Word and Excel.

Desirable requirements:

- Experience working on a HES site or as part of a maintenance team or in any public facing role.
- Experience in diary and meeting management and minute-taking.
- Knowledge of the High Level Masonry team's work.



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, 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.



HISTORIC
ENVIRONMENT
SCOTLAND

ÀRAINNEACHD
EACHDRAIDHEIL
ALBA

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, 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, by email at 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