



Business Support Officer, External Relations and Partnerships

Closing Date: Wednesday 21 February 2024, Midday

Expected Interview Date: Week commencing 4 March 2024

Recruitment Reference:

HES/24/023

Starting Salary:

£25,649 pro rata per annum

Salary Range:

£25,649 - £28,721 pro rata per annum

Pay Band:

B

Directorate:

External Relations & Partnerships

Location:

Longmore House,
Edinburgh / hybrid

Line Manager:

Bethany Lane, Business
Manager External Relations
and Partnership

Contract Type:

Permanent

Working Hours:

Full time, 37 hours per
week, Monday to Friday.

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

You will support the administration needs of the Directorate and assist the Business Manager with delegated or ad-hoc tasks. This is a critical role in a dynamic team that is involved in the diverse work across the directorate.

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 role sits within the External Relations and Partnerships (ER&P) Directorate which leads the extensive and multi layered relationships which HES has with Government, stakeholders, partners, and communities, in enabling us to deliver our long-term goals and objectives. The Directorate has a corporate function with corporate governance as well as delivery on several strategies and Annual Operating Plan deliverables.

This role reports to the Business Manager and is part of a Business Support team with a Business Manager, another Business Support Officer, and the Directors Executive Assistant. The Business Support Officer's core role is to support the administration needs of the Directorate and to assist the Business Manager with delegated or ad-hoc tasks. This is a critical role in a dynamic team that is involved in the diverse work of the directorate.

The role will work alongside a variety of different colleagues across the team and the wider Directorate, to provide a high-quality service and support to help the successful operation of the Business Area.

Key responsibilities, duties, and objectives

- Provide administrative support to the External Relations and Partnership Directorate.
- Support the running of Directorate events and business planning activities.
- Support refresh of international strategy including information gathering, setting up meetings and responding to enquiries.
- Lead or support multi-faceted events including workshops, consultations, and conferences. This requires diary coordination, logistics management, and budget management.
- Undertaking a variety of financial and procurement processing and support activities, including raising purchase orders, setting up suppliers, reviewing manual purchase order and receipt requests to ensure accuracy, and liaising with business areas regarding open purchase orders and receipts.
- Undertake general administrative duties including collation of data, filing, and responding to general queries from both within and outwith the organisation.
- Provide a central point for booking accommodation and travel, coordinating work wear orders, and arranging stationery orders.
- Support the wider ER&P team in ensuring that operational procedures are followed and completed to a high standard. They will also strive to continually improve business processes and the way we work.



- Support meetings administratively by taking minutes and actions when required, drafting agendas, and disseminating support materials and papers as necessary.
- The ability to juggle multiple priorities and maintain attention to detail at all times is critical to this post.
- You will be expected to work flexibly to deal with competing demands often at short notice and must be able to prioritise effectively in order to meet business needs.
- The post is primarily desk-based with the option of hybrid working.

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:

- Strong organisational and planning skills
- Ability to prioritise competing demands and work independently in fast paced environment
- Advanced use of Microsoft packages (Excel, Outlook, Teams, PowerPoint, Word)
- Excellent communication skills including the ability to interact with a wide range of people
- Good communication skills with the ability to communicate clearly and concisely
- An ability to build relationships with people at all levels within an organisation
- Proven ability to work effectively in a team
- Experience of undertaking meeting management tasks

Desirable requirements:

- Experience of supporting senior colleagues



- Knowledge of data protection principles.
- Experience in organising events
- A flexible and adaptable approach to work
- Knowledge of Oracle Fusion or similar finance system
- Working knowledge of SharePoint
- Experience in working with budgets and expenses



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, 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 Bethany Lane, Business Manager External Relations and Partnerships via email at bethany.lane@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