

Job description and person specification

Job title: Development manager – technology and young people

Reporting to: Senior project manager



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| Job title | Development manager – technology and young people |
| Reporting to | Senior project manager |
| Direct reports | None |
| Grade | D |
| Location | Currently homeworking, with the option to adopt a hybrid style of working based on individual role, style, and preference when HIE offices fully re-open. The normal office location for this role is within the Highland Council area, e.g., Inverness, Fort William, Golspie, Portree, Auchtertyre or Thurso, however other HIE office locations may be considered. |
| Duration | Fixed term to 31 March 2025 |

Position overview

Highlands and Islands Enterprise (HIE) is an ambitious organisation with a unique remit from the Scottish Government that integrates economic and community development. With around 300 staff, HIE supports hundreds of businesses and social enterprises across the Highlands and Islands.

HIE works in a diverse region covering more than half of Scotland’s land mass. HIE’s three priorities are to: grow successful, productive, and resilient businesses; create the conditions for growth; and build strong, capable, and resourceful communities.

HIE’s vision is for the Highlands and Islands to be a highly successful, inclusive, and prosperous region in which increasing numbers of people choose to live, work, study, invest and visit.

The Northern Innovation Hub (NIH) is a broad programme of support for business innovation in the Highland Council area that has been developed as part of the Inverness and Highland City-Region Deal. It will deliver twelve distinct projects, each comprising a number of elements across the Life Sciences, Food and Drink, Creative Industries and Tourism sectors as well as an overarching young people and technology strand. The majority of the projects are delivered by external providers following an extensive competitive tendering exercise. To deliver this ambitious programme a staff team of four are employed by HIE.

As the development manager for the technology and young people projects, you will be responsible for running the Technology Placement Programme (TPP) as well as IMPACT30, where you will lead on the procurement for phase 2. You will also project manage the Coding Academy.

Technology Placement Programme - The aim of the TPP is to enable businesses to make transformational change through their use of technology and to provide opportunities and incentives for young people to remain in the area. This will be achieved through the delivery of graduate and student Placements. You will lead the delivery of the programme by being the first point of call for business and candidate enquiries. You will build and maintain relationships with business clients, manage the placement process from enquiry to completion and have responsibility for collating and reporting on all the placements in the programme.

Coding Academy - The purpose of this project is to establish phase 2 of a Digital Skills Academy that provides businesses in the area with access to employees with practical advanced digital skills. This will assist them to make the most of digital technology to become more innovative, competitive, and able to access new markets. You will lead on developing the project and work closely with internal and external partners to ensure the key milestones are being met.

IMPACT30 – This programme supports young entrepreneurs and business leaders make an impact on their industry, focusing on the tools, skills and knowledge required to grow their business. You

will be required to manage the existing contract with an external supplier, ensuring key milestones are being met. You will also lead on the procurement of a supplier to deliver phase 2 of the programme, working with colleagues and ensuring HIE's processes and procedures are followed. Thereafter you will be responsible for the ongoing management of this contract.

A key part of this role will be to bring fresh thinking to HIE's work in this field and make a positive contribution to HIE's continuous development as a progressive organisation where staff are empowered to use their full potential to benefit Scotland's economy. This is in line with our people values.

Key responsibilities

1. To work closely with employers, graduates, and students to provide support and ensure their needs are being met by the Technology Placement Programme (TPP)
2. To oversee all aspects of the applications process for the TPP, reviewing and assessing applications, making decisions on eligibility and suitability, and recommending them for approval
3. To develop and refine the TPP based on emerging information, to ensure the programme remains relevant and focussed on business and graduate requirements
4. To market and promote the TPP to businesses and students/graduates across the Highland Council area, to create high awareness of the opportunities and ensure programme targets are met
5. To undertake administrative duties for the TPP, this will include processing claims, gathering information and other responsibilities
6. To develop and promote the Coding Academy, leading on procurement of services where required, establishing partnerships with businesses and other stakeholders.
7. To manage the Coding Academy phase 2 project to ensure the provider is meeting the service level agreement and key performance indicators
8. To carry out monitoring, evaluation and reporting for all three projects, developing frameworks, and producing high quality reports on progress
9. To carry out additional tasks as part of the NIH team, as and when required
10. To promote a climate of accountability, openness, collaboration, and innovation
11. To ensure appropriate compliance with all aspects of HIE governance, including risk management and HIE audit and compliance requirements
12. To ensure optimum use of internal management systems
13. To take responsibility for own learning and development, keep continuous professional development (CPD) records up to date

For developmental or operational reasons this role may occasionally contain some elements of work that are either more or less demanding than described above.

Salary and benefits

We aim to appoint at the minimum end of the salary scale to allow progression throughout the grade range.

This post comes with a competitive benefits package including excellent contributory staff pension arrangements, life assurance, generous annual and special leave entitlements, flexible working, continuing professional development and a variety of staff benefits, e.g., employee assistance programme, employer supported volunteering, cycle to work scheme, health and wellbeing club membership subsidy and other staff discounts.

Aspiring to make a difference

HIE is an outward-looking, forward thinking, customer-focused organisation whose staff are empowered to use all their talents, skills, and knowledge.

For over 55 years HIE's activities have been characterised by a drive to innovate and make a difference and our staff identify very strongly with this. The strength of HIE's culture is evidenced by a committed workforce passionate about building a prosperous, inclusive, and sustainable region attracting more people to live, work, study, invest and visit.

HIE's organisational values:

- We are passionate about our purpose and proud to make a difference to the region we serve
- We are outward-looking and think long-term
- We are customer-focused
- We work together and learn from each other
- We are committed to excellence and innovation
- We encourage diversity and respect each other
- We network and collaborate - inside and out
- We listen and communicate clearly

Our commitment to equality, diversity, and Fair Work

We are committed to recruiting, promoting, and developing our people solely on the basis of their ability to contribute to HIE's objectives, without regard to their sex, race, disability, religion, national origin, ethnicity, sexual orientation, age, or marital status.

HIE employs staff in locations across the region, encourages flexible working and seeks to employ people with different ideas, styles, and skill sets, each able to contribute in unique ways. This diversity engenders a richer, more creative environment – one in which our people develop, and clients are better served.

This diversity and the sharing of knowledge, skills, and experience make us a stronger organisation. These are qualities we value and continue to enhance which are in line with our people values.

As a public sector employer, HIE has a key focus on the wider social inclusion agenda. HIE is accredited as a Living Wage employer and supports a number of national initiatives ranging from ; demonstrating commitment to the Social Impact Pledge, encouraging volunteering, engaging in the Digital Public Services agenda, meeting the Investors in People standard, developing the young workforce, adopting Fair Work principles as well as being recognised nationally as an award-winning family friendly employer by Family Friendly Working Scotland, Carers Scotland, and Working Families UK.

| KEY CRITERIA | Essential | Desirable |
|----------------------|--|---|
| Qualifications | <ul style="list-style-type: none"> ▪ Degree qualified in a relevant business discipline or equivalent work experience | <ul style="list-style-type: none"> ▪ Further/Higher Education Qualification in a relevant discipline |
| Work experience | <ul style="list-style-type: none"> ▪ Experience of working with multiple partners to deliver initiatives ▪ Experience in engaging with and supporting businesses ▪ Experience of working to deadlines and prioritising workload ▪ Experience of working in an environment with high standards of governance and accountability ▪ Experience of working as part of a team but also ability to work on own initiative | <ul style="list-style-type: none"> ▪ Experience in contract management ▪ Marketing and promotion experience, including event planning and use of social media platforms ▪ Experience of working with young people ▪ Innovation and entrepreneurship ▪ Public sector project experience |
| Skills and abilities | <ul style="list-style-type: none"> ▪ Strong interpersonal and communication skills ▪ Project management skills ▪ Financial management skills ▪ Strong IT skills, particularly in the use of Microsoft office, e.g., Word, Excel, and Outlook ▪ Ability to evaluate and monitor data and collate the data to prepare reports ▪ Self-disciplined, able to work without supervision | <ul style="list-style-type: none"> ▪ An understanding of technology (including digital) ▪ Gaelic language skills (speaking, reading, or writing) |
| Job circumstances | <ul style="list-style-type: none"> ▪ Willingness to work out of office hours if required and ability to travel | <ul style="list-style-type: none"> ▪ A full, current driving licence and access to a vehicle |

HIE has equal respect for Gaelic and English. We welcome any communication in Gaelic. We will respond to Gaelic communication just as quickly as we respond in English.

Tha spèis cho-ionannachd aig HIE airson na Gàidhlig agus na Beurla. Tha sinn a' cur fàilte air conaltradh sam bith anns a' Ghàidhlig. Freagarraidh sinn conaltradh sa Ghàidhlig ceart cho luath 's a fhreagras sinn sa Bheurla.