Highlands and Islands Enterprise
Iomairt na Gàidhealtachd 's nan Eilean

# Job description and person specification

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| **Job title** | Senior Development Manager |
| **Reporting to** | Head of Business Growth and Investment, Argyll and the Islands |
| **Direct Reports** | No direct line management responsibility, although there will be collaborative working with other team colleagues. |
| **Grade** | E |
| **Duration** | Permanent |
| **Location** | Lochgilphead |
| **Hybrid working** | The base location for the role is Lochgilphead and there will be a requirement to attend the office regularly, we have a flexible approach to working and can consider hybrid working for applicants based throughout Argyll. |

## Organisational overview

We're Highlands and Islands Enterprise, the Scottish Government's economic and community development agency for a region covering more than half of Scotland, including more than 90 inhabited islands. We work with communities, enterprises, and stakeholders to unlock our region's potential for growth and progress, while driving fair work and net zero practices. Our purpose is to build and sustain a greener, fairer and more resilient region that benefits everyone. We offer support and investment to a wide range of projects that deliver on our priorities, which include a growing workforce, increased productivity, innovation and wages, and a just transition to net zero.

## Position overview

In this role you will provide intensive client management and development support to a portfolio of clients primarily but not exclusively businesses, including SMEs and large companies across a range of industry sectors. You will engage at a senior level with partners

and stakeholders, both local and national, to enable the delivery of projects and activities that offer sustainable social and economic impacts.

You will lead on supporting clients to develop and deliver large and quite often complex capital projects. This will require the post-holder to be pro-active in bringing together key funders and stakeholders from the public, private and third sectors.

Aspects of this role will require the post-holder to represent the area team at a senior level.

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 of the role

- Work proactively with a client portfolio to agree client plans which will be implemented over an agreed time period. Activities, whilst not exhaustive, will include a business diagnostic, identification of areas of growth potential, actions required to accelerate business and achieve business growth opportunities.

- Provide high quality client and stakeholder support -engage with clients, partners and communities. Provide timely, practical support that makes a meaningful difference and achieves HIE's outcomes.

- Actively identify new clients and areas of growth and pursue these opportunities. Effective management and monitoring of the client portfolio in conjunction with area team.

- Assess the potential for new businesses to HIE client engagement through proactive business engagement. Work where necessary with appropriate teams within HIE and relevant local authority teams.

- Assess and review proposals and undertake due diligence relating to an y request for HIE funding, including signposting to other potential avenues of support. Be pro-active in supporting the client to develop and deliver projects, understanding the need to be actively engaged at all stages of the project to enable you to support the clients to implement projects which receive HIE funding.

- Take responsibility for the development and effective project management of a portfolio of projects. This task will include: working with stakeholders on defining projects and clarifying HIE's role in delivering them, and developing business cases for consideration by the appropriate body/bodies, for example, SG and UKG funding.

- Enable clients to be ambitious and develop robust relationships in order to gain a comprehensive understanding of the organisation and its strengths, weaknesses and opportunities, to enable HIE to support clients in a rounded and agile manner.

- Work in collaboration with HIE's sector teams to support development of business growth, utilising the wide range of HIE products and services available.

- Proactively share insights, evidence base and knowledge to inform HIE's proposition, products, services and information offering.

- Work closely with the area team and other HIE colleagues and represent HIE at senior level at internal and external meetings as required.

- Undertake activities that support the wider role of the team and support other area office initiatives and projects, and undertake other operational responsibilities as required.

**Key corporate responsibilities**

- Promote a climate of accountability, openness, collaboration and innovation.

- Ensure compliance with all aspects of HIE governance, including risk management, handling conflicts of interest, and ensuring HIE's audit and compliance requirement are met.

- Ensure optimum use of internal management systems.

- 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 60 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 inclusion

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 Real 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.

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-ionnanachd 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.

| KEY CRITERIA | Essential | Desirable |
|---|---|---|
| **Qualifications** | • Qualifications in a relevant discipline or skills and work experience at SCQF Level 9 (e.g. Degree, Graduate Diploma) | • Further/Higher Education qualification in a relevant discipline. |
| **Work experience** | • Experience of negotiating with and influencing a wide range of stakeholders to deliver results<br>• Experience of partnership working<br>• Experience of project appraisal (including detailed financial analysis)<br>• Experience of working in an environment with high standards of governance and accountability<br>• Experience of working as part of a team but also ability to work on own initiative | • Experience of working with a range of public sector agencies<br>• Involvement in multi-agency/partner projects |
| **Skills and abilities** | • Strong client management skills<br>• Strong project appraisal and management skills<br>• Financial appraisal skills<br>• Strong report writing, analytical and presentation skills<br>• Strong interpersonal and communication skills<br>• Ability to establish and develop effective relationships<br>• Ability to engage with and influence stakeholders<br>• Ability to work under pressure and to tight deadlines<br>• Good IT competency and working knowledge of MS Office systems | • Gaelic language skills (speaking, reading, or writing)<br>• Carbon literacy/willingness to learn about carbon literacy |
| **Job circumstances** | • Flexible<br>• Willing to work out of office hours if required<br>• Willingness to travel within and beyond the HIE area<br>• Valid driving licence and access to a car or alternative means of transport | |