

Job description and person specification

Job title	Development Manager
Reporting to	Head of Business Growth & Investment
Direct Reports	No direct line management responsibility, although there will be administrative support and collaborative working with other team colleagues.
Grade	D
Duration	Permanent
Location	Thurso or Golspie
Hybrid working	The base for the role is either Thurso or Golspie, and while there will be a regular requirement to attend the office, we have a flexible approach to working and can consider hybrid working options.

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

The Area Operations directorate, within which the area team sits, delivers HIE's products and services to our extensive client base. In addition to supporting our client base, our area teams have an important role in delivering HIE's commitment to place based development



through working with local enterprises, partners, and stakeholders to develop and deliver projects which support economic and community development in their areas.

The post-holder will be responsible for contributing to the development of high quality and sustainable business in the Caithness and Sutherland region. You will play a valuable role in working closely with clients within the area who are seeking to grow.

Aspects of this position may also require the post-holder to represent the area team at meetings and events, and liaise regularly with partners and stakeholders.

The post-holder will also work flexibly and collaboratively with colleagues in the wider organisation, including with other area teams.

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

1. Develop strong relationships with a portfolio of clients in Caithness and Sutherland contributing towards HIE's place based approach.
2. For each client, work alongside them to understand the issues, challenges and opportunities for sustained growth and their transition to net zero, using creative and tailored approaches to help them achieve their growth aspirations. Develop and maintain an iterative suite of HIE documents, including a Client Development Plan that responds to the needs identified, and undertake business reviews where appropriate.
3. Identify appropriate HIE products and services for clients and signpost to other sources of support liaising with HIE colleagues and sector teams.
4. Support clients to progress towards net zero and fair work outcomes by embedding carbon reduction and fair work considerations into routine client and project discussions, and by signposting or brokering access to appropriate support and programmes.
5. Provide support to the Business Growth team and work collaboratively to regularly review all clients, to ensure a cross sectoral and geographically spread portfolio with the greatest potential for growth aligned to HIE priorities.
6. Develop, appraise and manage a portfolio of projects, supporting delivery through effective project planning, monitoring, and compliance with HIE governance and assurance requirements.
7. Develop good working relationships with project partners, key funders, and organisations HIE works with and to identify growth opportunities and actively participate in economic and community development related partnership work where required.

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8. Facilitate and organise the delivery and organisation of business, sector based, and regional development events.
 9. Act as area team contact and coordinator when required for key sector activity and HIE funding and support programmes.
 10. Support the delivery objectives of the Focus North partnership in Caithness and Sutherland, assisting the Programme Manager, where appropriate.

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 requirements 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.

KEY CRITERIA	Essential	Desirable
Qualifications	Qualification 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	- Client-facing experience in a private, public, or third sector organisation - 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	- Partnership working experience - Project management experience - Experience of business development - Experience in building productive client relationships - Knowledge of local business activity - Knowledge of the economy of the north Highlands, key sectors and the challenges
Skills and abilities	- Strong interpersonal and communication skills - Proactive approach and problem-solving skills - Negotiating and influencing skills - A high standard of IT literacy, particularly in the use of Word, Excel and Outlook - Financial appraisal skills - Report writing, analytical and presentation skills - A keen interest in business and economic development - Financial budget monitoring and review - Ability to think creatively and solution focused	Carbon literacy/willingness to learn
Job circumstances	- Full current driving licence and access to a vehicle - Flexibility to travel as required	