

JOB DESCRIPTION AND PERSON SPECIFICATION

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| Job title | Administration Officer – Modern Apprentice |
| Reporting to | Finance and Administration Manager – Caithness and Sutherland |
| Direct Reports | None |
| Grade | A |
| Location | Thurso preferred; Golspie will be considered/hybrid working |
| Hybrid working | Whilst the preferred base for the role is Thurso, 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 at any HIE office locations. |

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

You will ultimately be responsible for providing high quality administrative support to the Caithness and Sutherland area team. Working with the Finance and Administration Manager and in time becoming the office expert on a range of systems and processes, you will play a key role in ensuring the quality and accuracy of management information. You will also support client-facing area team members in the delivery of their daily duties.

In time, the role will also provide a high level, efficient and responsive secretarial and administrative support to the Area Manager which will require working closely with senior staff and external partners and stakeholders.

A high degree of initiative and discretion will be required in undertaking a range of operational tasks, from dealing with individual clients to organising events on behalf of the team, and representing the area office at HIE wide meetings.

The post offers you the opportunity to fully integrate into an area team undertaking an important administrative role.

As a Modern Apprentice the post-holder will also undertake a Scottish Vocational Qualification Level 3/SCQF 6 in Business and Administration; training and assessment support, along with appropriate work experience which will be provided.

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

- Provide full administrative support to Caithness and Sutherland area team colleagues.
- Work closely with the Finance and Administration Manager to gain knowledge of every aspect of the role.
- Assist with checking and processing grant claims, ensuring compliance with claim guidance, audit, and prompt payment guidelines.
- Provide administration support for the community planning partnership – including minute taking, organising meetings, updating the website etc.
- Assist with the team's records management, whilst following HIE's physical and virtual File Retention and Destruction Policy.
- Assist with information gathering for all Freedom of Information Requests (FOIs) relevant to our area office.
- 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 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.

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.

| KEY CRITERIA | Essential | Desirable |
|----------------------|---|--|
| Qualifications | <ul style="list-style-type: none"> Good standard of formal education, e.g. SVQ2 or National 5 grade, or relevant work experience | |
| Work experience | <ul style="list-style-type: none"> Experience of working as part of a team, ideally in an office environment, but also able to work on own initiative Experience of working to deadlines and prioritising workload | <ul style="list-style-type: none"> Knowledge of HIE's remit and a good understanding of the economy in the Caithness and Sutherland area Public sector work experience |
| Skills and abilities | <ul style="list-style-type: none"> Good communication and interpersonal skills Strong IT skills, particularly in the use of Microsoft office: Word, Excel, and Outlook Highly organised with strong attention to detail Information and records management skills, using both electronic and paper- based systems | <ul style="list-style-type: none"> Aspiration to develop further in the role Gaelic language skills (speaking, reading, or writing) |
| Job circumstances | <ul style="list-style-type: none"> Ability to travel if required | <ul style="list-style-type: none"> A full, current driving licence and access to a vehicle Flexibility to work out of hours occasionally if required |