

Job description and person specification

Job title	Graduate Development Officer
Reporting to	Head of Enterprise Support - Orkney
Direct Reports	None
Grade	C
Duration	Two years
Location	Kirkwall

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 Graduate Development Officer role, you will be part of the Orkney and Shetland area team, a team of fourteen, and will support colleagues and help deliver team objectives. This role will be predominantly based in Orkney however there may be requirements to work from the Shetland office from time to time for training, events, or to meet clients.

You'll be handling initial enquiries primarily from businesses, including existing HIE clients and potential new clients seeking support to grow, invest, innovate or develop in the islands. Enquiries may also come from social enterprises and community organisations where there is clear economic development or growth opportunities. These might be made



by phone or email, or through our website and social media channels. You'll also handle enquiries from colleagues based elsewhere in the organisation, and from partner organisations such as Scottish Development International and Business Gateway.

Requests for information are varied and will focus mainly on business support, programme delivery and client engagement. This will include a wide range of project activity including support towards projects based on productivity improvements, AI, innovation, exporting, inward investment, capital investment, and other services that help businesses develop and grow.

At times you'll need to undertake research and gather information from a variety of sources to deal with the enquiries you have taken, including understanding business needs, sector opportunities, property requirements and potential routes to support. We'll train you to use our client relationship management system and make sure you're equipped to answer enquiries effectively.

The team also receives and processes applications for financial assistance from businesses and other eligible organisations. We will train you in all aspects of due diligence, helping you develop the skills needed to appraise applications for assistance, assess business cases and make recommendations to senior management.

The role will further support property and infrastructure development projects, including the potential development of future property projects that respond to business demand and support wider economic growth. This may include gathering information, supporting project monitoring, assisting with stakeholder engagement, helping to prepare reports and contributing to the development and delivery of projects that strengthen the business infrastructure environment.

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 as part of the Orkney and Shetland area team, learning from experienced colleagues and contributing to the delivery of team objectives.
- Be a first point of contact for businesses looking for support, helping them navigate HIE services and connect with the right colleagues, specialists or partner organisations.
- Build your knowledge of the business community, key sectors and local economic opportunities in the islands, using this insight to help the team respond to enquiries and identify where HIE can make a difference.
- Support businesses to explore growth opportunities, including innovation, productivity, digital adoption, exporting, investment, premises, fair work and net zero.

- Contribute to client and project activity by gathering information, preparing notes, updating records, supporting business reviews and helping track progress against agreed actions.
- Assist in the development and delivery of exciting property and infrastructure projects by supporting research, project information, monitoring, stakeholder engagement and reporting.
- Support the delivery of events, workshops and business engagement activity, helping bring together businesses, partners and specialists to share ideas, solve problems and create new opportunities.
- Use HIE systems, including MyHIE (our client and grant management system), confidently and accurately to ensure business enquiries, client information, project updates and programme activity are well recorded and easy for the team to use.
- Learn how public sector investment decisions are made and undertake due diligence, project appraisal, report writing, governance and compliance processes.
- Work alongside experienced colleagues and specialist teams, building your confidence in economic development, business support, project delivery and stakeholder engagement.
- Bring fresh thinking, curiosity and energy to the role, helping HIE explore new ways to support businesses, strengthen the local economy and respond to opportunities across the islands.

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.

HIE has a well-established commitment to developing the young workforce, supported through graduate placements, apprenticeships and early-career development opportunities. As such, you will have access to networking opportunities and peer support from other individuals who have undertaken similar development programmes across the organisation.

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	• Educated to degree level or above in business, accountancy, economics, or a related subject	• Educated to post-graduate level in a business, accountancy, economics, or a related subject
Work experience	• Experience of working as part of a team but also ability to work on own initiative • Customer service experience	• Experience of working in an environment with high standards of governance and accountability
Skills and abilities	• Good communication and report writing skills • Good analytical and presentation skills • A proactive and energetic approach to problem solving • High level of accuracy and attention to detail • Strong IT skills, particularly in the use of Microsoft office, e.g., Word, Excel, and Outlook • Interest in economic development	• Carbon literacy/willingness to learn about carbon literacy
Job circumstances	• A full, current driving licence and access to a vehicle • Ability to travel and on occasion to work outwith normal office hours	