



Highlands and Islands Enterprise
Iomairt na Gàidhealtachd 's nan Eilean

Job description and person specification

Job title	Finance and Administration Officer
Reporting to	Head of Strengthening Communities
Direct Reports	No direct line management responsibility, although there will be support and collaborative working with other team colleagues.
Grade	C
Duration	Permanent
Location	Lochgilphead
Hybrid working	The base for the role is Lochgilphead, and while there will be a requirement to attend the office at least three days per week, 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

This post will be responsible for providing high quality administrative support to the area team, using and becoming the office expert on a full range of systems and processes. The successful candidate will play a key role in ensuring the quality and accuracy of

management information and support client facing staff in the delivery of their daily duties including internal claims processing and a range of other support services.

As the Finance contact for the area office with responsibility for monitoring spend, budget, commitment and slippage, this role is critical in ensuring optimum service to clients, as well as ensuring consistent gathering of client data so that performance information is readily available at all times.

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, providing secretariat for the Area Manager and representing the Area Office at HIE wide meetings.

The post offers the opportunity to fully integrate into an area team undertaking a vital administrative support role. The post will also provide support to area team staff in project appraisal, project implementation, management reporting and assisting with procurement requirements.

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

- Provide high level of administrative support to the area office management team including acting as the area team expert on HIE systems.
- Collate management information including monthly finance and performance reports to help monitor spend, budget, slippage and commitment for the team.
- Act as office manager, ensuring a clean and healthy workspace compliant with Health and Safety and other legislation. Manage petty cash, monitoring and maintaining appropriate supplies of stationery.
- Provision of general administrative support including processing invoices for payment, enquiry handling, information and document management, filing and retrieval of email and correspondence handling.
- Support managers to monitor client needs and obligations including requesting accounts and other information and ensuring these are submitted and entered into HIE systems as required.
- Act as the local content administrator for the Argyll and the Islands team in the appropriate use of HIE's electronic data and records management system and carry out duties in line with HIE's data retention and destruction policy.
- Provide clients with advice and assistance related to the submission of claims or the capture of other relevant information required by HIE.

- Prepare and issue legal undertakings and amended legal agreements, liaising with managers and HIE Legal team when required.
- Develop and implement local systems to support the day-to-day work of the office and contribute and collaborate across HIE to share knowledge and best practice.
- Support the area manager by arranging meetings, events and managing diary arrangements.
- Represent the team at internal and external meetings / events as required.
- Adopt a customer focused approach that is both responsive and proactive, ensuring high standards of customer care.
- Act as a local point of contact for the following corporate teams/functions within HIE:
 - Human Resources
 - Health and Safety
 - Freedom of Information and Data Protection
 - Facilities Management
 - Information Governance

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.

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"> • Qualifications in a relevant discipline or equivalent skills and work experience at <u>SCQF Level 8</u> (e.g. HND) 	
Work experience	<ul style="list-style-type: none"> • Experience of administrative, financial and operational services within private or public sector • Customer handling, and/or sales experience 	<ul style="list-style-type: none"> • Experience of working in a public sector environment or similar
Skills and abilities	<ul style="list-style-type: none"> • Good record-keeping and documentation management skills • Ability to multi-task and prioritise effectively • Strong interpersonal and communication skills (oral and written) • Good organisational skills • IT skills including Microsoft Word, Excel and Outlook • Numeracy and literacy skills • Excellent team worker 	<ul style="list-style-type: none"> • Knowledge/interest in economic development • Experience of other IT systems • Carbon literacy/willingness to learn about carbon literacy • Gaelic language skills (speaking, reading, or writing)
Job circumstances	<ul style="list-style-type: none"> • Access to transport or alternative means of transport • Ability to travel as will need to attend training programmes/meetings in Inverness and elsewhere in the region 	<ul style="list-style-type: none"> • Current full driving licence or alternative means of transport