Highlands and Islands Enterprise
Iomairt na Gàidhealtachd 's nan Eilean

Job description and person specification

Job title	Graduate Inward Investment Officer
Reporting to	Senior Development Manager – Inward Investment
Direct Reports	None
Grade	C
Duration	Two years
Location	Inverness

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 exciting role, you will join HIE's International Trade and Investment team, a dynamic team of five dedicated to attracting investment and supporting economic growth across the Highlands and Islands. As a Graduate Inward Investment Officer, you will play an important role in helping the team deliver HIE's ambitions for Inward Investment.

Inward Investment is a key priority for HIE and represents a significant opportunity for growing the regional economy. This involves attracting new Inward Investors to the region, as well as sustaining and growing the existing inward investor base An Inward Investor is a

company headquartered out with Scotland that establishes a base in our region, creating employment and associated economic benefit.

You will be responsible for working alongside Inward Investment colleagues to coordinate and produce high quality visit programmes, marketing and proposition materials to support of HIE's efforts to attract new Inward Investors to the region. This will include working closely with area and sector teams across the Highlands and Islands, with a particular focus on the opportunity sectors identified in HIE's Regional Transformative Opportunities study – Energy Transition, Space and Life Sciences.

You will also be expected to support the team in responding to Inward Investment enquiries providing a timely and informed response. This can often be either direct with clients or can be via colleagues in Scottish Development International (SDI) and Department for Business, Innovation, Science and Trade (DBSIT).

We are looking for an enthusiastic and motivated graduate with strong communication and organisational skills, a proactive approach and a strong commitment to delivering a high standard of customer service.

This is a fantastic opportunity to gain experience at the heart of investment attraction and economic development in one of Scotland's most distinctive regions.

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

- Working closely with Inward Investment colleagues, and appropriate sector colleagues, develop high quality visit programmes for potential inward investors and government delegations, to showcase the region. This includes company liaison, producing presentation materials, booking transport, accommodation, venue hire, catering etc.

- Working closely with Senior Development Manager – Inward Investment, develop and update as required HIE's Inward Investment propositions, content, web pages and marketing materials. Focusing efforts on the opportunities identified via HIE's regional transformative opportunities study in sectors such as Energy Transition, Space and Life Sciences.

- Support the coordination, marketing and attendance at events to promote the Highlands and Islands as a destination for inward investment.

- Support HIE's response to Inward Investment enquiries, responding to clients in a timely, efficient and professional manner.

- Responsibility for the coordination and maintenance of HIE's Inward Investment enquiry and project pipeline information, ensuring accuracy of data for reporting.

- Updating MyHIE (our client and grant management system) and undertaking any required background research and company checks.

- Support the T&I team in updating and maintaining of HIE's existing investor (Global Accounts) data on MyHIE. Liaising closely with colleagues across HIE to ensure we capture data and activity.

- Work closely both internally in HIE with Area and Sector teams, but also externally with partners such as Local Authorities, the Inverness & Cromarty Firth Green Freeport, Scottish Development International and Department for Business, Innovation, Science and Trade (DBSIT).to showcase the region as a destination for investment.

- As required by the Head of International Trade and Investment, develop your understanding and support the work of the International Trade team who work to encourage new and early-stage exporters to internationalise.

- Be a valued member of the team – you'll maintain good working relationships within HIE and contribute to the team's overall performance.

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.

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.

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	• Educated to degree level or above in economics, business management, marketing or a related subject	• Educated to post-graduate level in economics, business management, marketing, or a related subject
Work experience	• 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 • Proven experience delivering high quality Customer service	• Experience of client relationship development
Skills and abilities	• Good communication and report writing skills • Good analytical and presentation skills • A motivated, 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	• Experience of influencing and negotiation skills • Marketing experience • Gaelic language skills (speaking, reading, or writing) • Carbon literacy/willingness to learn about carbon literacy • Interest in economic development
Job circumstances	• A full, current driving licence and access to a vehicle • Ability to travel and on occasion to work out with normal office hours, and out with the region.	