

JOB DESCRIPTION AND PERSON SPECIFICATION

Job title	Executive Support Administrator
Reporting to	Head of Executive Support
Direct Reports	None
Grade	C
Location	Inverness

Position overview

Highlands and Islands Enterprise (HIE) is an ambitious organisation with a unique remit from the Scottish Government that integrates economic and community development. With around 300 staff, HIE supports hundreds of businesses and social enterprises across the Highlands and Islands.

HIE works in a diverse region covering more than half of Scotland's land mass. HIE's three priorities are to: grow successful, productive and resilient businesses; create the conditions for growth; and build strong, capable and resourceful communities.

HIE's vision is for the Highlands and Islands to be a highly successful, inclusive and prosperous region in which increasing numbers of people choose to live, work, study and invest.

You will be responsible for providing a range of administrative services to support the Chair of HIE, and the efficient and effective operations of the HIE Board and Leadership Team.

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

1. Promote administrative support to the Chair of HIE (and Chief Executive when needed) including the following specific actions:

- Assist with diary management, meeting arrangements and co-ordination, including collation of briefing material and other relevant papers
- Track all correspondence received and co-ordinate timely responses to correspondence, liaising with relevant HIE staff to draft and review replies
- Assist with recording and monitoring follow-up actions arising from the Chair's engagement activities
- Assist in the management of external meetings and events, such as receptions for MPs and MSPs, and engagement with local and national politicians including government ministers

2. Support efficient management of Board, Committee and Leadership Team meetings, including the following specific actions:

- Liaise closely with the PA to the Chief Executive, ensuring effective co-ordination with the activities of the Chair, Board and Leadership Team
- Maintain annual plan of Board meetings, including forward tracker of upcoming papers assigned to individual meetings
- Compile meeting agendas for Leadership Team, Board, and Risk and Assurance Committee
- Arrange attendance of staff presenting papers at meetings
- Support arrangements for area visits by the HIE board, including liaising with area teams to plan itineraries and engagement opportunities, book accommodation and travel
- Assist with arranging Board to Board meetings with partner agencies
- Book venues and catering for Board meetings
- Assist Board members with travel and accommodation bookings, when required
- Collate, review and submit travel expenses for Board members
- Take minutes at meetings, ensuring the information is accurate and conveyed in the correct format

3. Provide administrative services to the Executive Support team, including the following specific actions:

- Help to ensure team's filing is well organised on our document management system (EDRMS)
- Manage requests for information from UK and Scottish Governments, including maintaining an up to date register of enquiries
- Organise team meetings, book room, check diaries and issue invitations and co-ordinate responses
- Upload content to the HIE website and intranet
- Co-ordinate responses to Freedom of Information (FOI) requests
- Provide administrative support for specific projects that may arise, including taking minutes and action notes at meetings, on occasion

4. Support the Executive Support team to ensure that public information, including Board minutes, Risk and Assurance Committee minutes and Directors' Register of Interests, are published regularly and kept up to date on the HIE website

5. Promote a climate of accountability, openness, collaboration and innovation

6. Ensure appropriate compliance with all aspects of HIE governance, including risk management and HIE audit and compliance requirements
7. Ensure optimum use of internal management systems
8. 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: contributory staff pension arrangements which includes life assurance, generous annual leave entitlement, employee assistance programme and a variety of flexible benefits, e.g. cycle to work scheme, gym subsidy and other staff discounts.

Our commitment to equality and diversity

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 gender, race, disability, religion, national origin, ethnicity, sexual orientation, age or marital status.

HIE employs staff in offices across the Highlands and Islands and other locations in Scotland, encourages flexible working and seeks to employ people with different ideas, styles and skill sets, each able to contribute in complementary ways. This diversity engenders a richer, more creative environment – one in which our people develop and clients are served better.

This diversity and the sharing of knowledge, skills and experience make us a stronger organisation. These are qualities we value and continue to enhance.

KEY CRITERIA	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> ▪ Educated to HND level in a relevant subject ▪ Relevant vocational qualification, e.g. SVQ in administration/secretarial skills 	
Work experience	<ul style="list-style-type: none"> ▪ A proven track record in an administration role ▪ 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 ▪ Experience of diary and travel management ▪ Experience of minute taking 	<ul style="list-style-type: none"> ▪ PA experience
Skills and abilities	<ul style="list-style-type: none"> ▪ Strong organisational skills ▪ Excellent written and oral communication skills ▪ Effective prioritisation and time management skills ▪ Ability to balance a varied workload, both for self and others ▪ A high standard of IT literacy, particularly in the use of Microsoft Word, Excel and Outlook 	<ul style="list-style-type: none"> ▪ Gaelic language skills (speaking, reading or writing)
Job circumstances	<ul style="list-style-type: none"> ▪ A willingness to work flexibly, when required 	<ul style="list-style-type: none"> ▪ A full, current driving licence and access to a vehicle

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.

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