

## JOB DESCRIPTION AND PERSON SPECIFICATION

Job title	Collaboration Support Manager
Reporting to	Process Change Manager
Direct Reports	None
Grade	D
Location	Flexible
Duration	Fixed term to 31 <sup>st</sup> December 2020

### Position overview

Highlands and Islands Enterprise (HIE) is the Scottish Government's economic and community development agency for a diverse region which covers more than half of Scotland. HIE aspires to generate sustainable economic growth in every part of the Highlands and Islands through supporting innovation, investment, internationalisation and inclusive growth.

The Enterprise and Skills Strategic Board and Business Support Partnership have high expectations around the creation of a more joined up customer journey across the public sector in Scotland.

This activity is entirely aligned to HIE's own programme of business transformation to deliver an improved and user centred new customer support environment. The Collaboration Support Manager is an important role in ensuring that HIE contributes and influences the activities and work strands emerging with our partners.

The Collaboration Support Manager will ensure that there is a strong and sustained focus on collaboration activities and will work across the organisation to ensure that HIE's contribution to the work strands is appropriately represented, and that messages emerging from the work strands are communicated and actions taken within HIE.

A strong partnership approach with SE, SDS, Business Gateway and others will be required as well as supplier engagement/management.

A key part of this role will be to bring fresh service design 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. Work closely with the Business Support Partnership programme office to ensure an understanding of the various work strands and the HIE input required
2. Facilitate and interpret the various activities emerging from the business support partnership programme including: single entry point, technical architecture, data, content, products and services and undertake the work required to fulfil HIE actions
3. Identify any links and overlaps between the Business Support partnership work strands and the HIE business transformation programme and take action to ensure that these are managed
4. Establish engagement with key internal stakeholders, ensuring that the right people are represented in the various work strands.
5. Establish HIE project teams around the work strands, where appropriate, and organise, gather and interpret appropriate actions and produce minutes/action notes
6. Regular reporting of collaboration activity to the Business Transformation programme board, Leadership team, Senior Managers meetings and other relevant internal forums
7. Project management of actions and risks generated from internal and external programme activity, ensuring timely responses
8. Provide support in the collation and development of communications material, including intranet editing and webinars
9. Support procurement processes and relevant contract management arrangements
10. Build and maintain positive and productive relationships internally within the team and also externally with partners in order to promote positively the activities and alignment with our transformation activity
11. Promote a climate of accountability, openness, collaboration and innovation
12. Ensure appropriate compliance with all aspects of HIE governance, including risk management, information management and HIE audit and compliance requirements
13. Ensure optimum use of internal management systems
14. Take responsibility for own learning and development, keep 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"> <li>• Degree qualified in a relevant business discipline or demonstrable equivalent professional work experience</li> </ul>	
Work experience	<ul style="list-style-type: none"> <li>• Project management experience</li> <li>• Experience of working to deadlines and prioritising workload</li> <li>• Experience of working as part of a team but also ability to work on own initiative</li> <li>• Experience of building and maintaining strong working relationships in a complex stakeholder environment</li> <li>• Experience of working collaboratively to manage conflicting demands</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of HIE’s product and customer services environment</li> <li>• An awareness of HIE’s business transformation agenda and wider Enterprise and Skills Review business support objectives</li> </ul>
Skills and abilities	<ul style="list-style-type: none"> <li>• Strong interpersonal and communication skills</li> <li>• A confident and articulate communicator who can adapt approach to stakeholders</li> <li>• Report writing skills and good attention to detail</li> <li>• Ability to influence – particularly internal stakeholders and colleagues</li> <li>• A high standard of IT literacy, particularly in Word, Excel and Outlook</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate a deep understanding of the HIE business transformation vision and the emerging activity from the Enterprise and Skills Review and Strategic Board</li> <li>• Gaelic language skills (speaking, reading or writing)</li> </ul>
Job circumstances	<ul style="list-style-type: none"> <li>• Flexibility to travel to attend meetings as required</li> </ul>	<ul style="list-style-type: none"> <li>• A full, current driving licence and access to a vehicle</li> </ul>

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.