



Job Description:

Graduate Business Support Officer

Type of Contract	1-year fixed term contract.
Salary	Competitive, above real living wage. 5% pension contribution. 28 + 6 Holiday allowance. Wider benefits inc. volunteer days, qualifications.
Hours	Part time or Full time.
Days & Times	Flexible.
Responsible to	CEO
Office Location	2 Inverewe, Grampian Road, Aviemore Hybrid & remote working considered.

Main Purpose of the Job

The successful candidate will help to modernise and digitise our systems and roll out new digital opportunities for staff, volunteers and service users. Additionally, you will provide wider support to the business team and help the organisation develop for the future.

Background

Badenoch & Strathspey is a remote rural area situated south of Inverness in the Scottish Highlands. Its small villages are considered to be amongst the most geographically deprived in Scotland due to their distance to services. Inaccessible and infrequent transport means many people are left isolated or are unable to access services and activities.

In 1999 Badenoch and Strathspey Community Transport Company was created by and for the people of this area to provide accessible transport. In 2022, recognising that, through our transport provision, we were providing a wider range of services, we rebranded and changed our name to Badenoch and Strathspey Community ConnXions.

Through its work BSCX tackles the underlying causes of isolation providing links and social contacts for its service users. In 2023, BSCX was awarded the Community Transport Association's best Community Transport Operator in the UK, an achievement we are very proud of. The organisation is growing and developing at pace, so it is an exciting time to get involved.

We are highly respected by health professionals in the area. From care workers to doctors, all introduce service users to BSCX to support their health and wellbeing. BSCX is supported by a small number of part time staff and circa 70 volunteers, who all care passionately about our community.

Key Tasks:

- 1 Investigate key business processes and activities:**
 - Learn about our current systems and processes.
 - Co-design a work plan with KPI's.
 - Identify efficiencies and digital opportunities.
 - Create a report with recommendations to improve digital processes.
- 2 Support staff, volunteers, and service users:**
 - Arrange training and trials with new systems and technology.
 - Deliver a trial on at least 1 transport-based app.
 - Upskill staff, volunteers and service users with digital technology.
 - Support the organisation in any other areas of ICT.
- 3 Support business growth:**
 - Support new digitised processes into BSCX, increasing efficiency and service.
 - Research best practice in other Community Transport providers and charities.
 - Record impact of role and consider wider social impact of BSCX.
 - Help to create a plan to grow our service user numbers including in specific communities and with new demographics.
- 4 Other:**
 - Maintain own professional expertise, including attending training and CPD, with management support and guidance through regular one to ones.
 - Attend staff meetings, away-days and other similar staff events.
 - Undertake own computer work, both in the production of correspondence and documents, data recording, emailing and research.
 - Undertake any other duties commensurate with the post as agreed with the CEO.

General:

1. It is in the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way and if necessary to take on tasks which are not detailed in their job description.
2. Some meetings and other events may be held out of normal office hours and may involve travel away from the local area.
3. The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all the duties required.
4. Work as part of a team to the benefit of the charity and our community.

Eligibility:

This graduate role has been part funded by HIE with the following conditions attached.

1. You must be based in the Highlands & Islands or willing to relocate.
2. You must have graduated to at least HNC level in any subject within the last four years and be able to provide evidence of this.
3. A maximum of 1 year of experience in another graduate level scheme.

Person Specification

Skills / Abilities / Experience	Essential	Desirable
1. Excellent verbal communication skills and ability to create reports and written pieces of work for a variety of audiences.	√	
2. Excellent interpersonal skills and ability to work as part of team.	√	
3. Passion, interest and/or experience with supporting local communities.	√	
4. Experience and knowledge of digital technology preferably including Microsoft 365, Access, Apps and A.I.	√	
5. Excellent skillset in using software such as Word, Excel, and Outlook.	√	
6. Ability to provide training for others in ICT tools.	√	
7. Growth mindset and willingness to learn.	√	
8. Ability to work effectively within a busy environment, prioritise workload and manage conflicting requirements and meet deadlines	√	
9. Knowledge and experience of volunteering and the charity sector.		√
10. An understanding of the services provided by BSCX.		√
11. A full, clean, driving license.		√

Standard Clauses:

- **Equal Opportunities:** The post-holder will be expected to adhere to the organisation's Equal Opportunities Policy in all aspects of their work.
- **Confidentiality:** The post-holder will be expected to adhere to the organisation's Confidentiality Policy at all times.
- **Data Protection.** The post-holder will ensure that their work adheres to Data Protection regulations and company procedures.
- **Health & Safety at Work:** The post-holder will be required to abide by the organisation's Health & Safety Policy and the requirements of the Health and Safety at Work Act.
- **Criminal Records Bureau Check:** Confirmation of appointment to this post will be subject to a satisfactory PVG check.

How to apply:

Applicants should submit a CV (maximum of 3 pages) and a concise cover letter (up to 500 words) explaining why they would like to be considered for the position.

For more information about BSCX please visit our website: www.bscx.co.uk

For an informal discussion, please contact Donald Hall - Donald@bscx.co.uk Tel 07723 290948.

Please send your completed application to Donald@bscx.co.uk by 12noon Monday 25th November. Please include details of two referees, one your most recent employer. They only be contacted with your permission, if you are offered the position.

Interviews will be held on Wednesday 4th of December.