



Highlands and Islands Enterprise
Iomairt na Gàidhealtachd 's nan Eilean

Job description and person specification

Job title	Graduate Development Manager
Reporting to	Head of Strengthening Communities
Direct Reports	No direct line management responsibility, although there will be administrative support and collaborative working with other team colleagues.
Grade	C
Duration	Two years
Location	Fort William or Portree preferred; Auchtertyre will be considered

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 Graduate Development Manager role, you will be part of the Lochaber, Skye and Wester Ross Strengthening Communities team, a team of four, to support colleagues and help deliver team objectives.

You'll be handling initial enquiries from community organisations and social enterprises, both those with an established relationship with HIE and potential new clients. These might be made by phone or email, or through our website and social media channels. You'll also

handle enquiries from colleagues based elsewhere in the organisation and from partner organisations.

Requests for information are varied and cover things such as grant funding, training, advice, asset acquisition and other services. You might be able to answer the enquiries straight away or you might need to arrange for one of our specialists to get in touch.

At times you'll need to undertake research and gather information from a variety of sources to deal with the enquiries you have taken. We'll train you to use our client relationship management system and make sure you're equipped to answer enquiries effectively.

The Strengthening Communities team also receives and processes applications for financial assistance. We will train you in all aspects of due diligence, helping you develop the skills needed to appraise applications for assistance and make recommendations to senior management.

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

- Work as part of the Lochaber, Skye, and Wester Ross Strengthening Communities team to support colleagues and help deliver team objectives.
- Support the team to respond to client enquiries.
- Provide help and support to clients to find potential solutions to overcome barriers to sustainable growth.
- Participate as a member of an account team working collaboratively with cross-functional/sector/specialist teams to deliver solutions to meet client requirements.
- Deliver superior customer service – you'll identify and respond to a variety of customer enquiries.
- Find solutions for customers.
- Become a trusted advisor – you'll develop comprehensive product and service knowledge of HIE and other partners.
- Be a valued member of the team – you'll maintain good working relationships within HIE and contribute to the team's overall performance.
- Carry out project appraisal, due diligence and report writing as directed by the Head of Strengthening Communities.

- Provide regular updates on client activity to the Head of Strengthening Communities.
- 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 over 55 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 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 skills and work experience at SCQF Level 9 (e.g. Degree, Graduate Diploma) 	<ul style="list-style-type: none"> • Further/Higher Education qualification in a relevant discipline
Work experience	<ul style="list-style-type: none"> • Experience of working as part of a team but also ability to work on own initiative • Customer service experience 	<ul style="list-style-type: none"> • Work or volunteering experience in the social enterprise/community enterprise sector • Experience of working in an environment with high standards of governance and accountability
Skills and abilities	<ul style="list-style-type: none"> • Good communication and report writing skills • Good analytical and presentation skills • A 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 	<ul style="list-style-type: none"> • An understanding of the communities and economy of the region • Gaelic language skills (speaking, reading, or writing) • Carbon literacy/willingness to learn about carbon literacy
Job circumstances	<ul style="list-style-type: none"> • Flexible • Willing to work out of office hours if required • Willingness to travel within and beyond the HIE area • Valid driving licence and access to a car or alternative means of transport 	