



Highlands and Islands Enterprise
Iomairt na Gàidhealtachd 's nan Eilean

Job description and person specification

Job title	Administration Officer
Reporting to	Finance and Administration Manager
Direct Reports	No direct line management responsibility, although there will be administrative support and collaborative working with other team colleagues.
Grade	B
Duration	Permanent
Location	Thurso
Hybrid working	Whilst the preferred base for the role is Thurso, and there will be a requirement to attend the office, we have a flexible approach to working and can consider hybrid working for applicants.

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 role you will provide high quality administrative support to the Caithness and Sutherland area team, including the area manager. Working with the Finance and Administration Manager, and quickly becoming the team expert on a full range of systems

and processes, you will play a key role in ensuring the quality and accuracy of management information. You will also support client-facing area team members in the delivery of their daily duties. A high degree of initiative and discretion will be required when undertaking a variety of operational tasks, from dealing directly with individual clients to organising events on behalf of the team and representing the area office at HIE wide meetings.

The role will also provide a high level, efficient and responsive secretarial and administrative support to the Area Manager which will require working closely with senior staff and external partners and stakeholders.

The post offers you the opportunity to fully integrate into an area team undertaking an important administrative role.

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

- Provide administrative support to Caithness and Sutherland area team colleagues on HIE internal systems and procedures, as well as other administrative duties when required.
- Initially work closely with the Finance and Administration Manager to quickly gain knowledge of every aspect of the role.
- Process invoices for payment.
- Take responsibility for checking and processing grant claims, ensuring compliance with audit and prompt payment guidelines.
- Take responsibility for the team's records management utilising our electronic document and records management system (EDRMS). This entails file creation, keeping electronic files up-to-date, scanning documents, archiving files in line with HIE's records management process, and supporting staff in the use of EDRMS, including training new staff.
- Provide administration support for the community planning partnership – including minute taking, organising meetings, updating the website etc.
- Liaise with internal colleagues at all levels, as well as external clients and partner organisations when required, including dealing with enquiries.
- Organise meetings and other events, both online and in person, as and when required.
- Assist with information gathering for all Freedom of Information Requests (FOIs) relevant to our area office.

- 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.
- Any other duties as required by the Finance and Administration Manager.

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 6 (e.g. Higher, SVQ at SCQF Level 6, Modern Apprenticeship at SCQF Level 6 etc.) 	
Work experience	<ul style="list-style-type: none"> • Experience of providing admin support in an office environment • Experience in maintaining and managing electronic and paper-based files and systems • Experience of working as part of a team but also ability to work on own initiative 	<ul style="list-style-type: none"> • Public sector administration experience • Event co-ordination and management experience
Skills and abilities	<ul style="list-style-type: none"> • A quick learner • Good communication and interpersonal skills • Excellent customer service skills • Ability to manage a varied workload and prioritise to meet deadlines • Highly organised with strong attention to detail • Strong numerical skills • 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 what HIE does, and the role it plays in the Caithness and Sutherland area. • Gaelic language skills (speaking, reading, or writing) • Carbon literacy/willingness to learn about carbon literacy
Job circumstances	<ul style="list-style-type: none"> • Willingness to travel if required 	<ul style="list-style-type: none"> • Occasional flexibility in relation to working hours • Valid driving licence and access to a car or alternative means of transport