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|  | JOB DESCRIPTION | April 2024 |

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| **Role Title:** | Audiences & Support Business Coordinator |
| **Department:** | Audiences & Support |
| **Reports to:** | Director of Audiences & Support |
| **Pay Grade:** | 3 Upper £28,530 - £31,519 pro-rata, per annum |
| **Type of Contract:** | Permanent, 40 hours per week |
| **Normal place of work:** | Hermiston Quay, Edinburgh, but with flexibility to include some working-at-home under our Hybrid Working arrangements |
| **Line Manager?** | No |
| **Budget Holder?** | No |
| **Driving license for UK driving required?** | No, but useful as on occasion, attends meetings in locations away from normal place of work, many of which are not readily accessible by public transport |

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| **COST CENTRE (e.g.: 3CUZ): 2301** | **ACTIVITY CODE (e.g.: VSZ):** IMZ |

# CONTEXT

The National Trust for Scotland is the charity that cares for, shares and speaks up for Scotland’s magnificent heritage. Since 1931, we’ve pioneered public access to and shared ownership of some of the most magnificent buildings, collections and landscapes in Scotland. We’re Scotland’s largest membership organisation and we’re independent from government.

The Audiences and Support (A&S) directorate brings together a range creative and specialist skills to build support for our charity. Working closely with colleagues across Scotland, we protect, enhance and build the Trust’s reputation, positioning our charity as a leader in protecting and sharing Scotland's natural, cultural and historic places for everyone to enjoy. By listening to our audiences and placing them at the heart of what we do, we grow support for our charity; increasing membership, inspiring visits and generating vital income through philanthropic work.

# JOB PURPOSE

This role directly supports the Director of A&S by providing daily administrative support ensuring effective delivery against directorate outcomes and Trust-wide business requirements.

This role is responsible for coordinating meetings, plans, action tracking, budget and information management across A&S and for its four departments of Communications, Fundraising, Marketing and Membership to ensure overall delivery against the Trust’s Corporate Strategy and the directorate’s own activity plans.

It acts as a directorate secretariat making arrangements and bringing together for cross-functional and interdepartmental initiatives and carrying out general administrative processes as required.

**KEY RESPONSIBILITIES**

* Support the Director of A&S to coordinate, track and report on business activity which fulfils the Trust and directorate strategies:
  + Overall tracking of financial transactions and procedures, monitoring and reporting at a whole directorate level. This includes providing support on the placement of purchase orders.
  + Data Protection as the directorate’s data champion.
  + Information management, e-files & folders.
  + Tracking of team compliance with mandatory training.
  + Tracking of risks which relate to the team.
  + Cyclical formal papers and reports to Board and Executive Committee (ExCo).
  + Coordination of any external and internal audit actions.
* Collate A&S objectives and activities into an operational plan; monitoring progress against the plan; reporting progress and liaising with senior colleagues on remedial actions or changes they need to make.
* Coordinate the A&S Planner driving timely input and update across each of the four A&S teams.
* Management of information, collaborative working on Microsoft Sharepoint/Teams file storage & sharing and associated operational guidance
* Document key Audiences & Support work-processes, analysing their effectiveness, and supporting team-leads with their continuous improvement.
* Support the Audiences & Support Director by dealing timeously with paper and email correspondence, telephone enquiries, organisation of meetings, events, lunches, travel, accommodation, diary management, taking/distributing meeting notes or actions, collating credit card transactions and the coordination and provision of support documents (e.g. files, reports, minutes, meeting papers).
* Maintain the Audiences & Support Outlook calendar (schedule key meetings, interviews, events, etc.)
* Supporting the wider directorate with (for example, but not limited to):
  + Collaborative team events.
  + On-boarding, induction, and training of new (Department) colleagues.
  + General administration.

**REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE**

Essential

* Significant experience as a business executive or executive assistant
* Significant experience of working in a multi-team department, and/or across an organisation with multiple departments and locations
* Excellent communication and interpersonal skills – able to interact with wide range of people tactfully and diplomatically, including those with a high public profile – therefore a confident user of the English language (written and spoken)
* Highly organised with excellent planning and administrative skills. Hands on experience in using Microsoft 365, Sharepoint, Teams and Planner
* The ability to maintain absolute confidentiality.

Desirable

* A recognised entry-level qualification in Business Administration *or similar*.
* An empathy for the work of the National Trust for Scotland.
* A current driving licence valid for driving in the UK.

**DIMENSIONS AND SCOPE OF JOB**

People Management

* No line management responsibility
* Close working relationship with directorate colleagues, ExCo, property teams, regional teams and other directorates
* Work with external consultants, venues and suppliers as required
* Post holder will be in regular contact with a wide range of internal and external stakeholders

Tools / equipment / systems

* Microsoft Office systems including Sharepoint, Onedrive, Teams, Excel, Planner

Key performance indicators and targets

* Supports the Director of A&S to track delivery and report on Audiences & Support directorate KPIs

Structure chart

Workplace context

* This role could be based either from the Edinburgh office, or another Trust office location if appropriate. There is also flexibility for hybrid working by arrangement, either from home or other Trust locations. Regular travel to the Edinburgh office should be expected for meetings and co-working sessions. Occasional travel to other Trust locations and other sites will be required. Note that as the Trust’s properties are often in remote or rural locations where public transport may be limited, the ability and confidence to drive in the UK is desirable.

**The Purpose, Context, Key Responsibilities, and Person Specification reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.**

**Applications**

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk, by Sunday 28th April 2024

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Gardener - Culzean"