

<b>Role:</b> Business Support Co-ordinator	<b>Directorate:</b> Finance & Corporate Services
<b>Reports to:</b> Chief Financial & Corporate Officer	<b>Pay Grade:</b> 3 Upper £27,834 - £30,750 per annum
<b>Type of Contract:</b>	Permanent, 40 hours per week
<b>Normal place of work:</b>	Hermiston Quay, Edinburgh, but with flexibility to include some working-at-home under our Hybrid Working arrangements
<b>Line Manager?</b>	<b>No</b>
<b>Budget Holder?</b>	<b>No</b>
<b>Driving license for UK driving required?</b>	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

## Purpose

Responsible for providing business support coordination for the Chief Financial & Corporate Officer (CFCO) and the Finance & Corporate Services (FCS) directorate. The nature and balance of responsibilities will change according to the emphasis of needs.

## What this job is about

This job directly supports the Chief Financial & Corporate Officer by providing daily, administrative support and ensures the Finance & Corporate Services Directorate's compliance with Trust-wide business requirements (e.g. finance, data protection, risk management, reporting, audit). It collates, analyses, reviews, and reports on functional data from across the Directorate, to ensure that the Department's work and impact is tracked against the Corporate Strategy and the Department's own Strategy and workplans. This job acts as a department "secretariat", making arrangements and bringing together the Department's teams for cross-functional (and inter-departmental) initiatives and activities, and carrying out general administrative duties as required.

## What we want you to be responsible for

- Understanding the Trust's corporate requirements and standards, supporting the Finance & Corporate Services Directorate to ensure it has the correct governance mechanisms in place to fulfil these, and report on these as required. Typical areas are, for example:

### ***Management Support***

- Business Support to the CFCO, including performing all PA duties.
- Travel, events, diary, correspondence and meetings management and communications
- Improve the financial performance of the directorate by:
  - Supporting directorate budget holders in monitoring and controlling their budgets
  - Providing input into year-end processes, helping to identify and track accruals and prepayments
  - To provide induction/training/support on the use of the finance system
  - Assisting with documenting key work-processes, analysing their effectiveness, and supporting team-Leads with their continuous improvement.

### ***Project Management Support***

- Provide administrative support to PMO and Project Management Group (cross F&CO directorate group)
- Assist in development and maintaining of project management documentation and reports

### ***Business Support Improvements and Efficiencies***

- On behalf of and directed by CFCO, conduct concept development around business support initiatives
- Identify, lead on, and embed, areas for savings through business process improvements and support delivery
- Support development and facilitate the creation of 'communities of interest', cross functional teams and ad hoc working groups, promoting a One Trust culture

### ***Compliance & Controls Management***

- Liaise with FCS teams to produce accurate, consistent reporting on all audit actions.
- Ensure FCS compliance with mandatory training
- Oversee FCS purchase order compliance – making sure internal controls are in place and procurement and budgetary guidance is followed
- Co-ordination of new starter process with line managers on documentation compliance, equipment and induction needs
- Monitor leavers to ensure removal from systems and payroll

### ***Health & Safety, Environment Matters***

- Ensuring personal/delegated compliance with Trust requirements and initiatives relating to H&S, Environment

### ***Stakeholder Management***

- Upholding high standards of relationship management and collaboration with internal stakeholders (senior management, trustees, technical experts, operational leaders and staff)

### **How we would like you to achieve this:**

- We want you to work in a way that is wholly consistent with our stated organisational values.
- We want you to be customer-focused, supporting the team to always keep in mind how their activities impact on our colleagues across the Trust, but without losing the integrity and efficiency of processes.

- We would like you to build particularly close relationships with the Technology Director, Finance Director, Data Protection Officer, Head of Project Management and Head of Procurement (the Directorate Heads) so that you can encourage and support cross-functional working.
- We like to be kept informed so it is important to us that you keep good records relating to your activities, and be able to use this swiftly to produce meaningful management information that can inform our decision-making. You need to be entirely comfortable and confident with creating and delivering engaging reports, presentations, and activities for different internal audiences (from front-line staff to director/CEO/board level, as well as for external stakeholders).
- You'll be a daily user of (in particular) the Trust's finance system, and of Microsoft products (including Sharepoint for collaborative file sharing).

### **Who you would be working with**

- You would be working within the Finance & Corporate Services Directorate, reporting to the Chief Finance and Corporate Officer (CFCO).
- The CFCO, Technology Director, Finance Director, Data Protection Officer, Head of Project Management and Head of Procurement collectively form the Finance & Corporate Services Leadership Team where strategic and tactical decisions about the direction and operation of the Directorate are made. You will be invited regularly to input to their discussions.
- You will also work particularly closely with other functions across the organisation including:
  - PA to the Chief Executive
  - People Team
  - Conservation & Policy
  - Audiences & Support
  - Legal

### **The qualifications, experience, and skills you need to have to do this job**

#### **Essential**

- Significant experience as a business executive or executive assistant, with a particular focus on governance and compliance, data collation/analysis/reporting in a Finance & Corporate Services environment
- 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 data-handling and administrative skills. Hands on experience in using MS Office (especially Microsoft Outlook, Word, Excel and PowerPoint), databases and financial systems.
- The ability to maintain absolute confidentiality.

#### **Desirable**

- A recognised qualification in Business Administration *or similar*.
- Strong analytical and consultative skills, particularly in regards to spreadsheets and basic financial accounting principles
- An empathy for the work of the National Trust for Scotland.

- A current driving licence valid for driving in the UK.

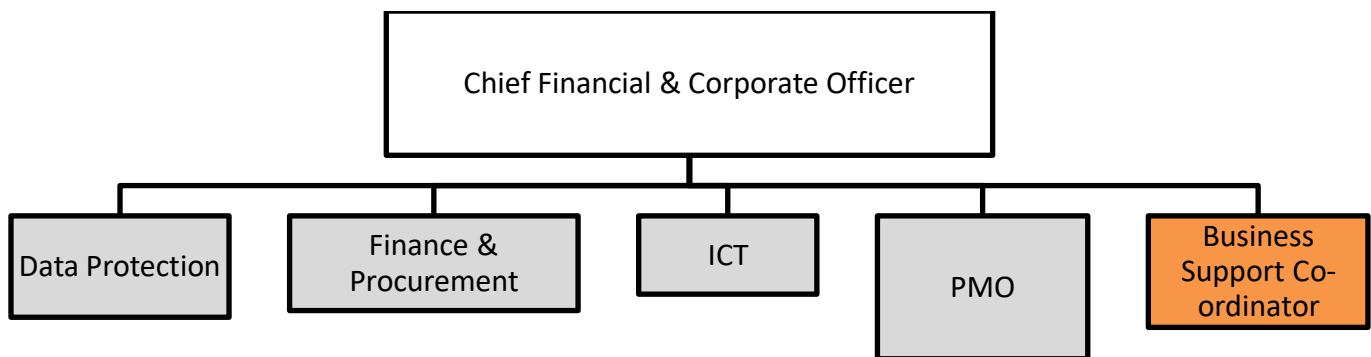
**Just so you know...**

- The Trust has a set of Values we ask you to work within, and these apply to everybody in the Trust irrespective of their role or job. You can find out more here: <https://www.nts.org.uk/our-work/our-manifesto-and-values>.
- This means we want you to:
- Act as exemplar of professional and corporate values, maintaining focus around the Trust’s aims and values and, demonstrably exhibiting application in all aspects as required
- Be logical and objective with good understanding of business environment
- Be highly numerate and able to work under pressure
- Continually seek out opportunity, practicing and encouraging a culture of excellence
- Seek ways of perfecting things, raising standards, reducing errors and overcoming omissions
- Create a positive, collaborative and innovative atmosphere and with strong interpersonal skills
- Smooth relationships when difficult circumstances prevail and develop a culture of trust both within and outside the team. Solutions orientated
- Be self-motivated and proactive

And to have:

- The ability and willingness to understand others’ perspectives and to consider the impact of your actions on them and to adapt your actions as necessary;
- The ability and willingness to learn and try new things, to be flexible and step outside of your comfort zone;
- An open and honest way of communicating, ready to ask others for their ideas and to be open to hear and consider different points of view;
- Keen ability to work accurately, efficiently, and manage multiple tasks at once (attention to detail)

**Finance & Corporate Services Directorate**



**The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge 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.**

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**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](mailto:workforus@nts.org.uk), by Sunday 2nd February 2025. 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"