

## Role profile Business Support Officer

- Job title:** Business Support Officer
- Base:** Scottish Seabird Centre, The Harbour, North Berwick, EH39 4SS
- Reports to:** Finance & Business Support Manager
- Term:** Permanent
- Salary:** £22,000 pro rata
- Working pattern:** 24 hours per week to be completed over a minimum of 4 days. Pattern to be agreed.

### About us

The Scottish Seabird Centre is a national conservation and education charity. Our purpose is to *Inspire and educate people about the Scottish marine environment in ways which motivate them to care for it and to participate in conservation activities.* Based in North Berwick, East Lothian we overlook the marine environment of the Firth of Forth and its internationally important breeding seabird colonies. We welcome over 160,000 visitors each year to our Centre.

You would be joining us at an exciting time as we develop a wider range of conservation, education and engagement activities that are delivered at the Centre and through our marine outreach and digital programmes. These activities are geared to contribute to cross-society efforts to improve ocean literacy and to tackle the twin nature and climate crises in ways that help Scotland's seas to recover.

We have four key pillars to our work:

- **Conservation** we develop, practically undertake, and promote models of conservation best practice and citizen science.
- **Education** we deliver education programmes, science resources and events and use innovative ways to provide information on the marine environment.
- **Communities** we work in partnership with diverse communities including enhancing the experience for visitors to North Berwick.
- **Experience** we offer a 5-star, year-round visitor experience that helps people to make informed choices about the management of the marine environment.

Our charitable work is supported by our not-for-profit Trading Company Scottish Seabird Centre Limited and our 5-star visitor attraction which provides a valuable resource for members and visitors.

## **Role profile**

The Business Support Officer will work collaboratively with the Finance & Business Support Team to provide administrative support to the organisation. This is a key role within the team and is one of the main points of contact for customers, potential new team members and other stakeholders.

## **Principal duties**

1. Provide administrative support to the Chair, Chief Executive and the Board of Trustees.
2. Setup and minute quarterly Charity Board meetings and ensure the action log from these is kept up to date.
3. Provide HR administrative support including preparation of contracts, maintenance of HR records and assistance with recruitment.
4. Ensure that accident reports are logged, filed and any concerns or follow up actions required are communicated to a member of the senior management team.
5. Support the organisation of annual training requirements for the team and ensure adequate disclosure checks are in place for relevant roles.
6. Assist with membership processing by setting up new memberships on our system, sending reminders when renewal is due, ensuring member data is correct and communicating effectively with our members.
7. Liaise with the Charity's volunteer group and maintain records of volunteer details and hours.
8. Provide general office support including monitoring stationery levels and complete orders, prepare and process internal and external correspondence and respond to customer queries in person, over the phone and via our general enquiry email address.
9. Comply with all Scottish Seabird Centre policies and practices for a safe and healthy working environment and data protection (GDPR) practices.

## **Essential skills and experience**

- Organised with an ability to take initiative and prioritise your work.
- Keen attention to detail and ability to provide accurate and timely information.
- A team player willing to be flexible and responsive to the needs of the day.
- A confident communicator – verbal and written.
- Proficient in the use of Microsoft Office packages.
- Previous experience of working in an office environment.

## **Desirable skills and experience**

- Experience working in HR.
- Experience working with Sage 50 Payroll or equivalent.

## **Our values**

Our values underpin everything we do. We take pride in bringing these to life in all that we do. We are:

- PASSIONATE about Scotland's coastal and marine environment.
- INSPIRE others to explore and care for Scotland's coastal and marine environment.
- INNOVATE with the approaches we use to engage with people.
- COLLABORATE with local and national partners to convey the importance of Scotland's marine environment.
- INFORMED about the current health of Scotland's marine wildlife and habitats and the actions required to protect it.
- TRUSTWORTHY providing reliable information and acting with integrity and without bias.

## **Performance**

Will be measured against clearly defined measurable and challenging goals.

## **Benefits**

- Working for a successful conservation and education charity in a stunning location.
- Pension available.
- Training and development opportunities.
- 20% discount in the charity's Gift Shop and Seabird Café.
- 10% discount on the Scottish Seabird Centre boat trips.
- Free entry to the Discovery Experience, for you and family members (restrictions on numbers apply).
- Free access to a range of Scottish visitor attractions with an Association of Scottish Visitor Attractions card.
- Free access/ special offers for a range of East Lothian attractions with an East Lothian Tourism Attraction Group card.

## **Applications**

Your application should comprise a covering letter setting out how your skills and experience match our role profile and why you would like to work for the Scottish Seabird Centre. Please also attach your CV and provide details of two referees who would only be approached if a job offer is made.

## **Closing date**

Please send both to [info@seabird.org](mailto:info@seabird.org) by noon on the 27<sup>th</sup> March 2023.

## **Interviews**

These will be held the week 3<sup>rd</sup> April 2023. Interviews can be arranged by video link, but an appointment will not be confirmed until a face-to-face meeting at the Centre takes place.