

Creative Scotland Job Information Pack Executive Assistant (Job Share)



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 **THE NATIONAL LOTTERY®**

Who we are

Creative Scotland is the national development organisation for the arts, screen and creative industries.

We support the creative community across all parts of Scotland on behalf of everyone who lives, works or visits here.

We enable people and organisations to work in, and experience, the arts and creative sectors in Scotland by helping others to create culture through developing great ideas and bringing them to life.

Our role as a development organisation is to be an intelligent funder of the arts, screen and creative industries, to be a national and international advocate on their behalf and to positively influence attitudes, behaviours and policies.

We distribute funding from the Scottish Government and the National Lottery.

Our vision is for a Scotland where everyone actively values and celebrates arts and creativity as the heartbeat for our lives and the world in which we live; which continually extends its imagination and ways of doing things; and where the arts, screen and creative industries are confident, connected and thriving.

We have five ambitions that frame our collective aims. We want Scotland to be a country where:

- Excellence and experimentation across the arts, screen and creative industries is recognised and valued.
- Everyone can access and enjoy artistic and creative experiences.
- Places and quality of life are transformed through imagination, ambition and an understanding of the potential of creativity.
- Ideas are brought to life by a diverse, skilled and connected leadership and workforce.
- Scotland is a distinctive creative nation connected to the world.

You can read more about our work and our plans on our web site: www.creativescotland.com



Executive Assistant (Job Share)

Salary: £22,175 pro rata pa plus pension and benefits

Edinburgh based

Job Share – 5 day fortnight

(rotation: week one 2 days / week two 3 days)

We are looking for an Executive Assistant to provide comprehensive support to three of our Senior Leadership team Directors as well as provide support where needed to the Chief Executive as part of the Executive Team. This role is a job share and you will work with another job share Executive Assistant to ensure on a daily basis the Directors are fully supported and prepared for all meetings. You will also help support them to manage all correspondence, book meetings and arrange travel.

You will be a focused and committed individual with excellent organisational and administrative skills and significant experience of providing executive support for several Directors/senior staff.

Proven experience of managing several complex diaries, along with managing multiple email inboxes and coordinating travel arrangements/processing of Directors expenses is essential. Excellent minute taking skills and experience of managing senior level meeting preparations is also essential. You will be an excellent communicator who can operate with tact and diplomacy, with the ability to build good working relationships at all levels, have strong interpersonal skills combined with a positive approach to team working.

The ability to develop and establish relationships with our wide range of stakeholders and a commitment to our core values is essential. Experience of, or interest in the arts, screen and creative industries in Scotland is also an important facet of this role.

**Closing date for receipt of completed application forms is:
12 noon on Thursday 19 March 2020.**

**Interviews will be held in Edinburgh on:
Wednesday 1st and Tuesday 2nd April 2020.**

If selected for interview you will be expected to be available on this date.

If you are interested in applying for this vacancy, an application pack can be downloaded from our website at www.creativescotland.com/jobs.

It is essential that all applicants have eligibility to work in the UK.

Creative Scotland is an equal opportunities employer.

The role in detail

Job Title: Executive Assistant (Job Share)

Location: Edinburgh

Directorate: Executive Office

Reports to: Senior Executive Assistant

Salary: £22,175 pro rata pa plus pension and benefits

Grade B

Job Share – 5 day fortnight

(rotation: week one 2 days / week two 3 days)

Job purpose:

Working as part of a team to provide effective administration and secretarial support to Directors and, when needed, the Chief Executive.

Specialist knowledge, expertise and/or experience:

Post holder will be expected to have significant experience of operating at Executive PA or Executive Assistant level in a medium/large organisation.

Key duties and responsibilities:

Your job description is intended as a flexible framework which outlines the key areas of activity within your job. Other activities may be required which are not outlined in the list below but which are appropriate to the job grade.

- Work collaboratively with the Executive Assistant Team to ensure that a reliable and consistent administration and secretarial support is provided to the Directors and, when needed, to the Chief Executive, managing and co-ordinating diaries, dealing with expenses, keeping individuals informed of upcoming commitments, conflicting priorities, and dealing professionally with meeting requests, as necessary.
- Work in partnership with the Directors to ensure that they are prepared for meetings, with the correct paperwork.
- Ensure that necessary travel and accommodation arrangements are made and communicated in good time.
- Provide an effective minute-taking service for any relevant meetings, additionally provide note taking as required.
- Prioritise and log all enquiries, ensure that they are dealt with on time and followed up as necessary. This will include managing bookings, filing systems, mailing lists, contacts databases, and correspondence/messages and dealing appropriately and efficiently with incoming and outgoing post.
- Proactively support the Senior Executive Assistant, during absences, in the delivery of administration and secretarial support to the Chief Executive, ensuring that an effective service is available and delivered at all times.
- Work closely with other Directors and staff as required, there will be a range of general administrative duties included in the role; word processing and typing including audio, photocopying, collating and preparing documents as required including the preparation of confidential material and financial/statistical information using spreadsheets and databases.

Who we are looking for – the Person Specification

Qualifications:

- Either a relevant HNC/HND level qualification or equivalent professional experience in terms of the intellectual, reasoning and analytical requirements of the job.
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Experience/knowledge:

- Demonstrable experience of working in an Administration or PA role with exceptional organisational skills.
 - Must be able to demonstrate advanced keyboard, MS Word and Outlook skills/abilities. Intermediate level MS Excel will be an advantage.
 - Experienced in coordinating multiple travel and accommodation arrangements at the same time.
 - Experience of taking and writing minutes and meetings notes.
 - Demonstrable experience of work in partnership with a range of stakeholders and senior staff.
 - Experience of using technology to support and enhance work-based activities.
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Skills/attributes:

- Must be able to maintain discretion and confidentiality
 - Excellent spoken and written English
 - Highly developed interpersonal skills including, listening, communication and influencing
 - Highly organised, with an ability to self-plan and prioritise workloads. As well as plan the work schedule of others.
 - Excellent administration / and resource management skills
 - Plain English (business) report writing skills
 - Highly Effective IT skills, particularly Microsoft Office
 - High degree of integrity and professional credibility
 - Adaptive resilience
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Key further information about Creative Scotland's work

If you want to know more about Creative Scotland, what we do, and how your role fits within the work of the organisation, you can familiarise yourself with the following information on our website:

Our 10-year plan – Unlocking Potential, Embracing Ambition

Published in April 2014, our [10-year plan](#) sets out a shared vision for the arts, screen and creative industries in Scotland. The plan outlines our ambitions and priorities for Creative Scotland's work which focuses on four things:

- **Funding:** we distribute funding from the Scottish Government and the National Lottery, through Regular, Project and Targeted funding routes. You can read an overview of our funding, and details of all our current funding programmes [on our website](#).
- **Development:** we work in partnership to create the best conditions possible for artists, creative people, organisations and companies to thrive.
- **Advocacy:** we work with others to raise the profile of Scotland's arts, screen and creative industries sectors to promote their excellence at home and abroad.
- **Influencing:** we use our overview of the arts, screen and creative industries, our research and our knowledge to help others to work with these sectors to everyone's benefit.

Connecting Themes

There are four [connecting themes](#) that run through all aspects of our work to varying levels. They are:

- **Creative Learning:** increasing the role and influence of the arts, screen and creative industries in wider society through lifelong learning.
- **Equality and Diversity:** putting equalities, diversity and inclusion at the heart of everything the organisation does to support the continued growth of a diverse culture across Scotland.
- **Digital:** encouraging and supporting the creative sectors to utilise the benefits of digital tools fully to create, connect, innovate and distribute across a range of platforms.
- **Environment:** encouraging everyone we work with, internally and externally, to operate in the most environmentally sustainable manner possible.

Other key resources

Our Strategies – Creative Scotland has developed separate strategies to outline the specific support required for the arts, screen and creative industries. These strategies can be read on our website: the [Arts Strategy](#); the [Screen Strategy](#); and the [Creative Industries Strategy](#).

Our Annual Plan – is the yearly operational plan we produce to spell out our programme of work each year.

Our Annual Review – is the end of year report, summarising the work delivered in the previous financial year.

Screen Scotland is the new dedicated partnership for screen in Scotland, delivering enhanced support for all aspects of Scotland's screen sector. Screen Scotland is leading the growth of the sector through increased funding and support for film and television production, an increase in specialist staff and further investment in skills, festivals, audiences and education.

Alternately if you have any general queries about the work we do, please feel free to contact our Enquiries Service:

Call: **0345 603 6000***

Email: enquiries@creativescotland.com

Web: www.creativescotland.com/contact-us

Phone lines are open from 10am-12pm and 2-4pm, Mon-Fri, with voicemail outwith these hours. If you are a deaf BSL user, you can access our services with the Contact Scotland-BSL programme. Go to www.contactscotland-bsl.org/public for more information.

*** Please note:** *Calls to our 0345 number are charged at the same rate as calling national 01 or 02 numbers. Approximate charges are up to 9p per minute from landlines and between 3p – 55p per minute from mobiles. However, calls to this number are also part of inclusive allowances. Please check with your phone line provider for exact charges.*

How to Apply

If you are interested in applying for this vacancy, an application form can be downloaded from the Creative Scotland website www.creativescotland.com/jobs.

You should complete and return your application form to us before the deadline. Please note we cannot receive any applications after this time.

In your application Creative Scotland will ask you to outline a series of competencies and behaviours which allow you to tell us about your previous experience and demonstrate your suitability for the role. For more information on our Competencies and Behaviours, see the next section.

Competencies and Behaviours

What are Competencies and Behaviours?

Competencies and Behaviours are the underlying characteristics that lead to superior performance in an individual's job. They include qualities, skills, attributes and traits that help people to be successful. Our Competencies and Behaviours go beyond the traditional focus on academic qualifications, technical skills and experience, providing a framework for assessing and developing deeper-seated personal skills. Our Competencies and Behaviours are also capable of being developed in people rather than being fixed and immovable.

Our Competencies and Behaviours themes

Our Competencies and Behaviours provide clear focus to support the recruitment, development and continuous improvement of employees across Creative Scotland in a clear and consistent way. Each competency has a general description, followed by a list of attitudes/behaviours that indicate competence in the relevant area. They are clustered across three themes – People and Relationships; Delivery and Performance; and Development and Improvement.

Why do we need Competencies and Behaviours?

Our Competencies and Behaviours serve several purposes, which together enable Creative Scotland to improve and develop its staff and services. They:

- inform prospective employees what is expected of them
- inform employees of the sort of attitudes and behaviours Creative Scotland encourages when carrying out their duties
- shape and define a culture based around strong principles such as creativity, collaboration, accountability, continuous improvement and equality
- support staff at all levels in their development in order to maximise their potential.

Our Competency and Behaviour themes

Theme 1 People and Relationships	Theme 2 Delivery and Performance	Theme 3 Development and Improvement
<ul style="list-style-type: none"> • Collaborative Working • Leadership • Communication 	<ul style="list-style-type: none"> • Understanding the Vision • Accountability • Decision Making • Performance 	<ul style="list-style-type: none"> • Building Knowledge and Expertise • Continuous Improvement • Adaptable and Flexible • Strategic Thinking (Senior Leadership Team only)

Our Competencies and behaviours

Theme 1: People and Relationships

These Competencies and Behaviours are about how we build and manage relationships with people, internal and external, to Creative Scotland.

	Competency and Behaviour	For Creative Scotland, this means we...	Effective people are likely to:	... and effective leaders are also likely to:
1:	Collaborative Working	provide and seek support from colleagues and engage with all partners to better understand their requirements. It involves being connected and ensuring people view Creative Scotland as experts; it's also about building rapport; using our positive influence; working effectively together; and recognising the roles we all play.	<ul style="list-style-type: none"> • build and maintain mutually beneficial and deep-rooted internal and external relationships • work well with colleagues, support others and take a partnership approach • build and maintain mutually beneficial relationships • actively build rapport with new people and work to build and develop on going relationships • maintain positive relationships and partnerships • use their positive influence to grow partnerships externally and internally • be responsible for identifying and working with the wider sector, brokering connections. 	<ul style="list-style-type: none"> • build and maintain mutually beneficial and deep-rooted internal and external relationships • encourage their team to build strong relationships with others internal and external to the organisation • be responsible for identifying and working with the wider sector, brokering connections • work across teams to deliver projects and solve issues.

Competency and Behaviour	For Creative Scotland, this means we...	Effective people are likely to:	... and effective leaders are also likely to:
2: Leadership	provide expertise and direction to others so that outcomes are a shared effort, a shared vision and a shared success. This is about supporting colleagues and partners and sharing knowledge in order that they make the right decisions and maximise their opportunities.	<ul style="list-style-type: none"> • share expertise, knowledge and experience with colleagues and partners • consider other's needs and make time for people • build trust and mutual respect • motivate and inspire others • think long term and strategically. 	<ul style="list-style-type: none"> • motivate and inspire others • lead their team by giving clear direction and guidance • support their team to deliver on their objectives, to plan • ensure the team has the information and knowledge they need • be able to positively influence others to their way of thinking.
3: Communications	engage people in our aims and ambitions by listening to others and thinking about style, content and method of communication so that our meaning is understood. It's about, not only the written and verbal communications, but also about being engaging and using effective non-verbal communications.	<ul style="list-style-type: none"> • use the most appropriate communication method for the situation • use clear language and avoid jargon • be confident in their communication • listen to others • present information in a way that engages people • share information openly and at the right time. 	<ul style="list-style-type: none"> • regularly communicate with their team • evaluate the effectiveness of their communications • encourage open communication between teams and partners • be considerate when communicating difficult messages • use effective communication to build external relationships.

Theme 2: Delivery and Performance

These Competencies and Behaviours are about performance and how, in order to deliver, everyone should understand the organisation's Vision and Priorities; where and how their role fits and what contribution is required from them.

Competency and Behaviour	For Creative Scotland, this means we...	Effective people are likely to:	... and effective leaders are also likely to:
4: Understanding the Vision	have a full understanding of how our contributions support the organisation which helps us all feel part of the organisation. For some in the organisation this area is also about having a breadth of perspective and understanding the impact the organisation has on the wider cultural system and economy, and vice versa.	<ul style="list-style-type: none"> • be clear on the organisation's Vision and Priorities • know where and how their contribution fits • shows interest in information wider than their own specialism. 	<ul style="list-style-type: none"> • keep connected with the sector and policy changes • scan the horizon for critical changes and technologies • understand the wider cultural system and economy.
5: Accountability	take appropriate ownership of projects, tasks and activities. It involves taking responsibility for decisions and keeping promises and commitments to others.	<ul style="list-style-type: none"> • take ownership and ensure the end result is delivered • understand the wider impact of their action or inaction • take decisions on time and based on all available information. 	<ul style="list-style-type: none"> • build a culture of ownership by ensuring the team takes responsibility for its actions and decisions • hold others accountable and challenge when appropriate.
6: Decision Making	<p>are objective and use evidence and our expertise to make decisions and give advice.</p> <p>It means we need to understand our areas of expertise and consider and evaluate information before making measured and reasoned choices; for some, it will mean consideration of strategic plans and impact is important. We all use our creative thinking to solve problems and develop solutions.</p>	<ul style="list-style-type: none"> • gather information before making decisions • use their judgement, creative thinking and objectivity • take into account the implications and risk of any decision • involve others when appropriate • be influential in their decision making due to their research and expertise • be able to make and communicate tough decisions. 	<ul style="list-style-type: none"> • justify decisions based on organisational priorities • share information and support their team in decision making • empower others to make decisions • be able to make and communicate tough decisions.

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Competency and Behaviour	For Creative Scotland, this means we...	Effective people are likely to:	... and effective leaders are also likely to:
7: Performance	focus on delivering the agreed outcomes and goals for our roles; being creative with ourselves and our partners. It's about thinking ahead on what needs done and planning appropriately to ensure timescales are met without compromising delivery, creativity and service.	<ul style="list-style-type: none"> • Think ahead and take appropriate action • plan to deliver excellence at all times • think creatively • deliver quality, on time and, if appropriate, to budget • plan their workload and manage their time • follow due process and corporate governance. 	<ul style="list-style-type: none"> • review and drive the team's performance • plan and give the correct attention to strategy and operational matters • regularly review performance with their team • ensure the team understands and works to processes • understand and work within governance standards.

Theme 3: Development and Improvement

These Competencies and Behaviours are about building an environment of continuous improvement and learning so that the services we deliver are continually improving through our people and our processes.

Competency and Behaviour	For Creative Scotland, this means we...	Effective people are likely to:	... and effective leaders are also likely to:
8: Building Knowledge and Expertise	have a workforce of continually developing experts. This is about being open to learning and continuing to build and practice our expertise, not only in our specialist areas and the organisation but also in the wider sector; it's about growing our positive influence.	<ul style="list-style-type: none"> • have a desire to learn • be open to the ideas and suggestions of others • strive to be an expert in their specialism/work area • take responsibility for their own knowledge and development • be connected to the wider sector • share information with others • support others to learn. 	<ul style="list-style-type: none"> • encourage the team to build expertise and knowledge • encourage learning, and the practise of new skills within the team • promote learning across teams and sectors • share knowledge, learning and expertise across all partners.

Competency and Behaviour	For Creative Scotland, this means we...	Effective people are likely to:	... and effective leaders are also likely to:
9: Continuous Improvement	are responsive and adaptive and think ahead for future changes and developments. In an ever-changing landscape it is important to stay connected and be proactive in finding solutions and creating new ideas.	<ul style="list-style-type: none"> • develop, on an ongoing basis, their service or activities • be innovative and creative in their approach • find solutions to fix problems • make suggestions for improvement. 	<ul style="list-style-type: none"> • seek feedback in order to support future improvements and decision making • encourage innovation and improvement • work with the team to build a culture of continuous improvement.
10: Adaptable and Flexible	are aware that change is part of our lives and, through being adaptable and flexible, we are responsive and open to these changes and improvements.	<ul style="list-style-type: none"> • be open to change, both in their team and the organisation • be constructive in asking questions and raising concerns • consider how the change will impact on workload and plans • help colleagues and partners understand the change. 	<ul style="list-style-type: none"> • help the team recognise and deal with change, through clear communication • consider plans and strategies for change if appropriate • approach change with a positive mind-set • provide leadership throughout any significant change.
11: Strategic Thinking (Senior Leadership Team only)	look wider than the organisation and constantly review the political and sector landscapes. It's about using this long-term and high-level information to plan for the organisation so that opportunities are taken, changes made and influence maximised.	<ul style="list-style-type: none"> • understand the external landscape • set the strategy or high-level plans • translate this strategy into divisional objectives or goals • support their managers in translating these objectives or goals into local team plans, and the communication of these • monitor these plans (supporting their managers), feed back and take action when required • role model the values and behaviours day-to-day. 	