

JOB DESCRIPTION

Business Support (Trainee)

(Modern Apprentice)



Department Business Support
Location: The Weaving Shed, Selkirk
Responsible to: Business Support Co-ordinator

Job Purpose

To join a dynamic team within the Business Support Directorate and provide a comprehensive, professional, and confidential business support service across all areas of the business with a focus on continuous improvement and encompassing the Eildon values of Caring, Committed, Connected, and Creative

As part of the Business Support Team, you will be supported to build your skills and knowledge to contribute to the success of Eildon by delivering a flexible, proactive, innovative and efficient support service to our customers who are at the core of what we do. You will be creative, motivated and enthusiastic and thrive in a varied role in a fast-paced environment.

Main Responsibilities

1. Work closely with team members to provide a seamless business support service to all areas of the business with a strong focus on excellent customer service and continuous improvement.
2. Assist with identifying, developing and supporting the improvement of our business support services and maximise opportunities for streamlining and efficiency using Microsoft products and a range of software applications.
3. Learn to utilise software tools (inc. spreadsheets) to create user-friendly information and reports from a variety of data sources and provide meaningful analysis for use and consideration for colleagues across the organisation.
4. Contribute to the implementation, operation and maintenance of an efficient and effective Eildon-wide procedure for:
 - a) PPE and staff uniform to ensure that all staff have the appropriate items that are in line with the agreed requirements of their post and that it is replaced in a timely and compliant manner.
 - b) Signage across Eildon's properties to ensure that these are within the agreed policy parameters and design guide, needs are identified, and purchases are co-ordinated.
 - c) The administration of the Eildon's insurance renewals and claims, and co-ordination with our brokers/insurers.
5. Assist with design, preparation and updating of internal and external communication materials (e.g brochures, marketing materials, presentations), co-ordinating the associated fulfilment services, and updating and maintaining the content of in-house digital displays, social media and website platforms.
6. Ordering and receipting of supplies and services for key business areas, ensuring that processes are applied correctly and co-ordinating deliveries with suppliers. In addition, support the Business Support Co-ordinator in the management of the key office supplies at the Weaving Shed (inc. stock control). Ensuring that all this purchasing activity is timely, efficient and sustainable.
7. Carry out general office duties, visitor management and meeting support to ensure the smooth running of the office, and the proactive management of key centralised team

mailboxes to ensure the timely provision of an excellent service to internal and external customers.

8. Work closely with team members to support and enable our internal customers to support themselves through the provision of templates, forms, electronic records management support and other resources.
9. Assist the Governance Officer with formal committee reporting requirements of the organisation by collating quarterly performance information and other reports, providing an accurate and thorough proofreading service, and supporting the co-ordination of the distribution and publication of the final reports.
10. Assist the colleagues across the organisation, supported by the Business Support Co-ordinator, in appropriate use of the Policy Toolkit, the reviewing and updating of individual policies and maintaining the policy register.
11. Assist and support other teams to undertake ad hoc customer service initiatives and campaigns.
12. Contribute towards, support and participate in the large/strategic corporate and organisation-wide projects and assist with the development and implementation of small-scale projects.

Modern Apprenticeship

1. Show commitment to the Apprenticeship programme.
2. Undertake training as defined within the programme.

General

1. To be aware of current Health and Safety Policy and to take responsibility for your own safety and the safety of other members of staff who may be affected by your acts or omissions at work.
2. Always maintain confidentiality in respect to Eildon business.
3. Afford equal opportunity and access to all users of Eildon's services and those involved in its delivery in accordance with Eildon's Equality and Diversity Policy.
4. Undergo training as necessary to maintain high quality standards of work.
5. Undertake any other duties appropriate to the post as directed by the Business Support Co-ordinator.

PERSON SPECIFICATION

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This Person Specification describes the ideal person to fill the job and is a profile of the qualifications, knowledge, skills, abilities and competencies that will be looked for in the recruitment and selection process. It lists a series of attributes: "essential" and "desirable", for an individual to possess in order to do the job.

Qualifications

- Good National 5 level qualifications (SCQF Level 5)
- Higher Grade level qualifications (SCQF Level 6/7)

Knowledge and Experience

- Microsoft packages including: Outlook, Word, Excel & PowerPoint
- Operating modern office equipment
- Telephone / reception work
- Working, or volunteering, with people in a non-educational context

Skills and Abilities

- Able to produce accurate work, with good attention to detail
- Strong organisational skills with the ability to work under pressure, effectively time manage, programme and prioritisation work in order to meet deadlines and performance targets
- Able to communicate well

Personal Attributes

- Confident, friendly, diplomatic, and professional approach
- Able to work unsupervised using own initiative
- Motivated, enthusiastic, and responsive
- Have a willingness to help people
- Committed to providing high quality work
- Interest in Social Housing

Other requirements

- Flexible with regards to working hours

Essential / Desirable

Essential
Desirable

Essential
Desirable
Desirable
Desirable

Essential
Essential

Essential

Essential
Desirable
Essential
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Essential
Essential

Essential

CONDITIONS OF SERVICE

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April 2025

Department: Business Support
Location: The Weaving Shed, Selkirk
Responsible to: Business Support Co-ordinator

MODERN APPRENTICESHIP

Our Modern Apprenticeship is open to anyone aged 16-19. You will be employed on a fixed term contract for 24 months, working 35 hours per week and will work towards gaining your SVQ level 3 in Business Administration. As part of Eildon's commitment to the Modern Apprenticeship you will be given time to study during work time.

SALARY

The salary applicable to the post is Office Grade A
Salary is £22,932 per annum

PROBATIONARY PERIOD

This post requires the satisfactory completion of a six-month probationary period.

METHOD OF PAYMENT

Monthly on the last Thursday of each month direct to employee's bank or building society account.

PENSION

All employees are normally eligible to join the Scottish Housing Associations' Pension Scheme Defined Contribution.

HOURS OF WORK

Full time office-based staff work 35 hours per week. Normal office hours are 9.00am to 5.00pm Monday to Thursday, 9.00am to 4.00pm Friday. Due to the nature of the Association's work a flexible approach to working hours and routines is required.

LEAVE

The leave year runs from 1 April to 31 March.

The basic entitlement for full-time staff is 31 days (this includes public holidays) with one additional day's leave per calendar year of service up to a maximum of 5 days. Four public holidays are fixed at the Christmas/New Year period. Leave for part-time staff is in proportion to hours worked.

SICKNESS ALLOWANCE

All employees will be entitled to sickness allowance as follows:

Service	Entitlement	
	Full Pay	Half Pay
Up to 6 months	1 week	nil
6 months to 1 year	up to 5 weeks	up to 5 weeks
1 – 2 years	up to 9 weeks	up to 9 weeks
> 2 years	up to 13 weeks	up to 13 weeks

NOTICE PERIOD

By Eildon:	One calendar month, subject to statutory minimum
By the Employee:	One calendar month

OUTSIDE WORK

Outside work will normally be permissible subject to that work involving no conflict of interest with the individual's job at Eildon and that the other work does not affect the performance of their duties with Eildon.