

<b>Job Title:</b> North East Regional Office Manager / PA to Regional Director	<b>Business Function:</b> Operations – Heritage Properties
<b>Reports to:</b> Regional Director – North-East	<b>Pay Band/Hourly Rate -</b> Grade 3 Lower: £28,228 - £30,118
<b>Location:</b> Crathes Castle, Banchory, Aberdeenshire, AB31 5QH	<b>Type of Contract:</b> Permanent, Full-Time, 40 Hours Per Week
<b>Terms and conditions</b> The post is subject to the standard terms and conditions provided with the application pack.	

## **JOB PURPOSE**

To contribute to the smooth running of the North-East portfolio through the operational management of the northeast Regional Office, provision of general administrative services to the regional team, and provide confidential Personal Assistant (“PA”) support to the Regional Director.

## **Key Responsibilities and Accountabilities**

The purposes of the role will be met by:

Managing office facilities, which includes (but is not limited to):

- Overseeing the general planned maintenance of the building and organising *ad hoc* repairs.
- Maintaining the office’s Health and Safety and compliance documentation.
- Supervising office cleaning services, and external garden area maintenance (currently outsourced).
- Maintaining key safe and security/access arrangements for staff and visitors.
- Acting as “Fire Warden” for regular testing and activations.
- Acting as first-point-of-contact with the Trust’s ICT department over all IT and telephony requirements, maintenance, and issues.
- Supervising maintenance of contracted office equipment (e.g. telephones, photocopier, digital conferencing).
- Sourcing/ordering/maintaining minor office equipment and supplies (e.g. laminator, comb-binder, shredders, stationery).
- Sourcing/ordering domestic office supplies (e.g. cleaning supplies, toilet rolls, tea/coffee/milk etc.).
- Managing meeting room bookings, set-up, and catering arrangements.
- Organising and overseeing rubbish collection and recycling arrangements.
- Being “first point of contact” for office visitors.
- Providing general office induction for new staff/volunteers.

Undertaking general administrative duties, which includes (but is not limited to):

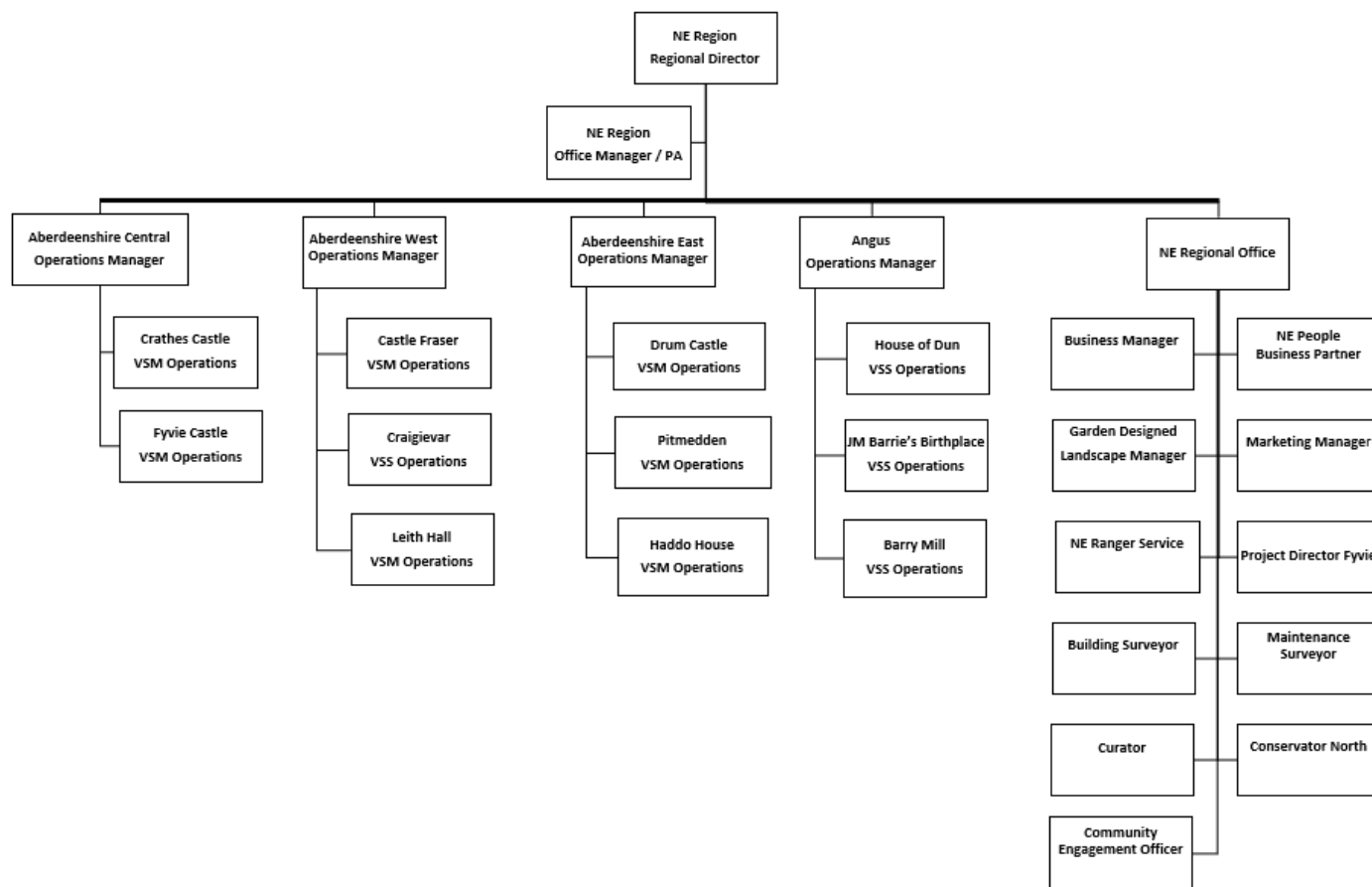
- Purchase Ordering and Invoicing. Supporting cluster PO administration.
- NE Regional Office budget and Microsoft Dynamics expenditure control.
- Managing office petty cash, receipts, and claims.
- Managing the region’s diary, meeting arrangements, and minutes.
- File management (filing, scanning, shredding, maintenance of cabinets, archiving).
- Coordination of region-wide absence/attendance/leave records, holiday requests, information requests and returns to Head Office functions.
- General telephone/email/written enquiries, response, and correspondence.

Undertaking PA duties, which includes (but is not limited to):

- Diary management, meeting arrangements, travel/overnight-stay arrangements.
- Correspondence – either generated from draft or drafted “in style of” for subsequent approval.
- Proactive preparation/provision of e.g. reports/minutes in advance of meetings.
- Minute- or note-taking, production of drafts, and dissemination.
- Interface with line-reports “on behalf of” Group Manager.

The current duties of this post do not require a criminal records (Disclosure Scotland) check to be carried out.

## Positioning of role within the NE regional structure



## Scope of Role

### Technical Knowledge & Qualifications

- Excellent knowledge of Microsoft Office packages, particularly Dynamics, SharePoint, MS Word, Excel and PowerPoint.

### People Management

- Not a line manager but has operational day-to-day responsibilities for NE Operational team.
- Provides/coordinates office services for specialist/advisory staff within the regional management structure.
- Works closely with Trust staff within properties and central support services.
- Has daily interaction with suppliers, contractors, NTS members and visitors.
- Has daily interaction with non-NTS visitors or individuals.
- Summary of support/service relationships:



### Financial Management

- Frequent user of the Trust's IT systems for processing orders and invoices.
- Corporate credit card cost management.

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### **Qualifications, Experience, Skills and Abilities required for this role:**

#### Essential

- Substantial experience as a PA or Office manager in a multi-user setting, providing services for others not necessarily in the same line management chain.
- Sound experience cash-handling and processing financial transactions.
- Confident and able user of MS Office packages (Word, Excel, Outlook, Powerpoint) to (at least) equivalent of "intermediate" certification.
- Excellent organisational and administrative skills.
- Excellent communication and interpersonal skills – able to interact with wide range of people tactfully and diplomatically, including those with a high public profile.
- Excellent command of written English, ability to deal with correspondence on behalf of, and in style of, signatory(ies).
- Friendly, confident, co-operative, and well-presented.
- Excellent customer care skills.
- Flexible and adaptable – prepared to travel regularly to properties and/or other locations.
- Strong team-player, committed to supporting team members personally and professionally.
- Ability to work without supervision and under pressure, to tight deadlines and in an environment of changing priorities.
- Ability to maintain absolute confidentiality as required.
- Rigorous and accurate attention to detail.

### Desirable

- Recognised qualification in e.g. Office Administration, Secretarial.
- Recognised certification for Word, Excel, Outlook, Access to (at least) intermediate level.
- Prior experience working in a multi-user office, providing services for others not necessarily in the same line management chain.
- Understanding and experience of photo and video editing such as Canva.
- Empathy with the aims and objectives of the National Trust for Scotland.
- Data protection / GDPR knowledge.
- Experience in organising and supporting admin for internal / external training providers.
- Social media / newsletter communications.

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*The **Key Responsibilities, Scope of Job, and Qualification/Experience/Skills/Abilities** 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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### **HOW TO APPLY**

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 5<sup>th</sup> October 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, "Office Manager - NTS"