

Role: Receptionist/Administration	Region: Highlands & Islands
Reports to: Office Manager – Highlands & Islands	Pay Grade: Grade 1 £27,976 Per Annum
Location: Balnain House, 40 Huntly Street, Inverness, IV3 5HR	Type of Contract: Permanent, 40 Hours Per Week

JOB PURPOSE

Join the National Trust for Scotland and support Scotland’s Nature and Heritage. The Highlands and Islands region are seeking an enthusiastic and passionate individual to join the Administration Team based at Balnain House.

As a Receptionist and Administration Assistant you’ll be one of the first people to greet visitors to the regional office and welcome the regional team. You’ll be responsible for providing administration support to the Office Manager and the wider team based at Balnain.

We’re looking for someone who enjoys a varied and dynamic role. You’ll be expected to work with IT and finance systems, book meetings, and undertake general administration duties with efficiency and accuracy.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Ensure all general administrative tasks are undertaken efficiently, effectively, and timeously, including (but not limited to):

- Reception
- Inducting staff and visitors to the building
- Property correspondence (email, telephone and mail).
- Filing and record-keeping in line with data protection regulations.
- Facilities support (room bookings, support documentation).
- Data entry of deliveries – weekly, monthly, and ad hoc.
- Diary Management, recording meetings and appointments in diaries.
- Support with developing and preparing reports, and/or presentation material
- Purchase ordering and coordination with suppliers.
- Maintaining stock control for Balnain House including First Aid box, replenishing stock as and when required.
- Assisting in Health and Safety compliance for the building, including the reporting of accidents and incidents, and maintenance of the property’s Safe System of Work documents.

A level of flexibility is expected on occasion to meet the needs of the property.

QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

Essential

- Qualification in business administration – HND or Diploma – or relevant experience.

Experience

Essential

- Ability and competence to intermediate level in MS packages – Word, Excel, Outlook and PowerPoint.

- Possess excellent communication skills (written and oral).
- Must be diligent and accurate with an excellent eye for detail.
- Excellent customer care skills able to demonstrate care to staff, visitors and volunteers.
- Well-developed time management and organisation skills – ability to prioritise workload.
- Ability to embody the Trusts' values.

Desirable

- Previous experience providing administrative support to several different departments is highly desirable.

DIMENSIONS AND SCOPE OF JOB

Scale

- 32 staff are based at Balnain House, with other NTS staff and visitors using hot desks and meeting rooms as and when required.
- Balnain House office hours are 8am – 5pm, Monday to Friday year-round although some flexibility required by the post holder as on occasion travel will be required.

People Management

- Not a line manager.
- The post-holder will work frequently with the wider property staff and volunteers and successful regional team.

Finance Management

- No budget responsibility.
- Access to PC and relevant IT systems, i.e. standard NTS management systems including Intranet, T:Drive, Microsoft Dynamics, EPOS.

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.

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 by Friday 1st May 2026.

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, "Administrator – Balnain House"