



Northern  
Lighthouse  
Board

## **NORTHERN LIGHTHOUSE BOARD**

**Are recruiting for**

### **Business Support Assistant**

#### **About Us**

The Northern Lighthouse Board is the General Lighthouse Authority for Scotland and the Isle of Man, responsible for the superintendence and management of all lighthouses, buoys and beacons within those waters. We have provided this vital safety service to mariners since 1786.

#### **The Role – Overview**

Behind the scenes, our fantastic Business Support Team provide a wide range of crucial administration and support services. Based at our stunning HQ offices on George Street, Edinburgh, we're looking for someone to join the team as a Business Support Assistant. You'll be the first point of contact for welcoming visitors and staff into the building. As part of a small but busy team, you'll provide a range of reception and administrative services to support HQ operations. This involves dealing with phone and email enquiries, mail management, booking staff travel and accommodation, note taking at meetings, co-ordinating the NLB's online shop and document management activities.

#### **Salary and Benefits**

- £24,735 per annum rising to £26,223 after 1 year in post.
- A Civil Service Pension with an average employer contribution of 27%
- Annual Leave allowance of 25 days, rising to 30 days following 5 years' service
- 11.5 days for Public Holidays
- Generous sick pay scheme and family leave policies.
- Excellent training and development opportunities
- Corporate gym Membership

#### **Qualifications/ Experience Required**

- Competent with Microsoft Office
- Excellent communication and interpersonal skills
- Ability to interpret clear guidelines and instructions
- Strong organisational skills
- Ability to adapt to different situations, with a friendly and professional manner
- Proven multitasker with the ability to cope with a busy workload with conflicting priorities.

There is also the opportunity to add real value to a professional organisation dedicated to the safety of those at sea, and to the protection of our maritime environment.

For further details and an application pack please e-mail: [jobs@nlb.org.uk](mailto:jobs@nlb.org.uk) or download an application from our website [www.nlb.org.uk/who-we-are/vacancies](http://www.nlb.org.uk/who-we-are/vacancies)

**CLOSING DATE: Friday 8<sup>th</sup> December 2023**

***The NLB is an Equal Opportunities employer***



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## MAIN CONDITIONS OF EMPLOYMENT

For more information about Northern Lighthouse Board go to our website [Northern Lighthouse Board - Home - Northern Lighthouse Board \(nlb.org.uk\)](http://NorthernLighthouseBoard.org.uk)

<b>PLACE OF WORK</b>	NLB Headquarters at 84 George Street, Edinburgh.
<b>SALARY</b>	<ul style="list-style-type: none"><li>£24,735 per annum rising to £26,223 after 1 year in post.</li></ul>
<b>LEAVE</b>	<ul style="list-style-type: none"><li>Annual Leave allowance 25 days on commencement rising to 30 days after 5 years' total service.</li><li>Plus 11½ Public/Bank Holidays per year.</li><li>Flexible Working Hours of working is in place whilst working at Headquarters.</li></ul>
<b>STATUS AND PROBATION</b>	<ul style="list-style-type: none"><li>The post is full-time and permanent.</li><li>New entrants are required to complete a probationary period of six months, to the satisfaction of the NLB, before an appointment can be confirmed.</li></ul>
<b>Pre-employment Checks</b> – these will be implemented following offer and acceptance of post	<ul style="list-style-type: none"><li>Right to Work Check</li><li>Two references</li><li>Occupational Health Referral</li></ul>
<b>PERSONAL SUPPORT</b>	<ul style="list-style-type: none"><li>Enhanced Maternity and Paternity Pay</li><li>Paid leave for family emergencies and bereavement</li><li>Access to Employee Assistance Programme</li><li>Sick pay at 6 months full pay then 6 months half pay</li></ul>
<b>PENSION</b>	<ul style="list-style-type: none"><li>Civil Service Pension Scheme, click here to find out more detail <a href="#">Joining the Pension Scheme - Civil Service Pension Scheme</a></li><li>Employer contribution averaging 27%, employee contribution average 5.5%</li></ul>
<b>CLOSING DATE</b>	<b>Friday 8<sup>th</sup> December 2023</b>

*These notes are for guidance only and should not be taken as an authoritative statement of the conditions of employment*



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### **JOB ROLE – Business Support Assistant**

Front of house – welcome visitors and staff into the Edinburgh office. Ensure the sign-in procedure is followed and visitor passes etc are administered. Provide general support to visitors.

Ensure reception area is kept clean and tidy.

Provide a helpful and professional response to phone and email enquiries. Redirect calls to staff as appropriate.

Maintain room booking system for onsite meetings [\*post HQ refurbishment].

Make travel & accommodation bookings for staff, ensuring cost effective arrangements are in place and in line with NLB policies.

Co-ordinate and take responsibility for day-to-day operation of the NLB online shop

Manage inbound and outbound mail. Scan and file inbound mail as per NLB procedures.

Provide administrative support with document amendments and other document management tasks.

Take notes and prepare agenda and minutes of scheduled meetings to record follow up actions and an accurate record of events.

Update Sharepoint and other ICT systems as and when required. Manage documents in line with legal requirements and NLB policies.

Provide ad hoc administrative support and cover to members of the Business Support Team.



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### **GENERAL INFORMATION FOR APPLICANTS**

Dear applicant

Please find the enclosed Application Form for Employment with the Northern Lighthouse Board.

The form has been designed to gain the information we require in the most practicable format and to put all candidates on an equal footing. It plays a key part in our selection process and we will use this information to decide how you meet the job requirements and whether you will be invited for interview. We will not make assumptions about your achievements and abilities. Please therefore state clearly on the form how you meet the requirements of the role.

Please note the following:

- If you require for the enclosed form to be resent to you in a different format so that you can fill it in more easily, please contact myself at the above address. Examples are a format in Braille, large print or submission via tape recording.
- If you are using our standard application form please use either black ink or type so that the form can be clearly photocopied for short listing/the interview panel.
- You should complete all sections of the application form and equal opportunities form.
- You may submit a CV in addition to your completed application form if you feel that this contains additional relevant information.
- If you continue your application on further sheets of paper please make sure you indicate this clearly on the form and please label each additional sheet clearly with your name, the index number and title of the post.
- Applications must be returned no later than the closing date stated on the advert.

Please be aware that the position may have been advertised over several weeks, and in several locations nationally and occasionally internationally. Our goal is to make a sound decision as soon as we are able. We will be in touch again if there are going to be any significant delays.

Finally, thank you in advance for the time spent preparing your application. We look forward to receiving it in due course.

Yours sincerely

Rachel Aitken

**HR Adviser**

Email: [Jobs@nlb.org.uk](mailto:Jobs@nlb.org.uk)

# NORTHERN LIGHTHOUSE BOARD

## Application for Employment

For Official Use Only  
Index No:

<b>PERSONAL INFORMATION (CONFIDENTIAL)</b>
Post Title: <b>Business Support Assistant</b>
It is important that you return this completed form by: <b>Friday 8<sup>th</sup> December 2023</b>

<b>1. Personal Details</b>
Surname:
Forename(s):
Address:

Contact details (Please tick preferred contact detail)	
Telephone	Home:
	Business:
	Mobile:
E-mail	

<b>2. General</b>
Do you hold a current driving licence? Yes/No
Is it a Full/Provisional/LGV/PCV licence?

Should you be invited for interview, would you require any special arrangements i.e. interpreter? If so, please state here:
If you will be unavailable for interview at any point within one month of the closing date then please state here:

Please indicate two people who can provide references – one of whom should preferably be your present/most recent employer:	
Name:	Name:
Address:	Address:
Tel.No.	Tel.No.
Email:	Email:
Occupation:	Occupation:
I give/do not give permission to take up my references prior to an offer of employment being made (delete clearly as appropriate).	I give/do not give permission to take up my references prior to an offer of employment being made (delete clearly as appropriate).
How did you become aware of this vacancy?	Media: Date:

*Please note the first page of this application form will be removed from your application prior to the stage of short listing applicants for interview.*

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**PERSONAL INFORMATION CONTINUED  
(CONFIDENTIAL)**

### 3. Employment History

Please give details of all jobs held including part-time and unpaid work, starting with your current or most recent employer.

Employer (Name & Full Address)	Jobs Held/Key Roles & Responsibilities	Length of stay From – To Reason for Leaving

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**PERSONAL INFORMATION CONTINUED  
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### 4. Secondary Education

Examination Subjects	Level/Grade

### 5. Educational, Technical and Professional Qualifications

Please name any institute or professional body in full and include attainment level	Date achieved / expected to achieve

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**6. Personal Development**

(Include any courses, membership, voluntary work or responsibilities you consider relevant, with outcomes where applicable)

**7. Please state how your experience, skills and training both inside and outside work make your application for this post particularly relevant.**



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### PERSONAL INFORMATION CONTINUED (CONFIDENTIAL)

Are there any restrictions to your residence in the U.K which might affect your right to take up employment in the UK?  Yes  No

If yes, please provide details:

If you are successful in your application, would you require a work permit, prior to taking up employment?  Yes  No

### Data Protection Statement

The information that you provide on this form and that obtained from other relevant sources will be used to process your application for employment. The personal information that you give us will also be used in a confidential manner to help us monitor our recruitment process. Your application of employment will be kept on our files for one year only and then destroyed.

If you succeed in your application and take up employment with us, the information will be used in the administration of your employment with us and to provide you with information about us or third party via your pay slip. We also use the information if there is a complaint or legal challenge relevant to this recruitment process.

By signing the application form we will be assuming that you agree to the processing of sensitive personal data, (as described above) in accordance with our registration with the Information Commissioner.

### 8. Declaration

I declare that the information I have given in this application is accurate and true. I understand that providing misleading or false information will disqualify me from appointment OR, if appointed may result in my dismissal.

Signature

Date

Please return the completed application form by email to:

[Jobs@nlb.org.uk](mailto:Jobs@nlb.org.uk)

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### EQUAL OPPORTUNITIES MONITORING FORM

- The Northern Lighthouse Board is an equal opportunities employer and welcomes applications from all suitably qualified individuals
- Selection criteria and procedures are regularly reviewed to ensure that individuals are treated on the basis of their relevant merits and abilities
- To monitor our current policies, we ask all applicants to complete the following information, which would be used for monitoring purposes only and will form no part of the interview process
- All information will be treated in strict confidence
- This sheet will be detached from your application form on receipt and will be stored separately in the HR Department. If you are subsequently appointed this information may be kept on a database and used for Equal Opportunities monitoring and statistical analysis.

**White:** British Irish Any other White**Mixed:** White & Black Caribbean White & Black African White & Asian Any other Mixed**Asian or Asian British:** Indian Pakistani Bangladeshi Any other Asian**Black or Black British:** Caribbean African Any other Black**Chinese or Other Ethnic Group:** Chinese Other Ethnic Group\*

\*Please specify

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**Nationality:** Please specify

**Gender:** Please specify

**Date of Birth:**

...../...../..... DD/MM/YY

**Do you consider yourself to have a disability:**  Yes  No

If yes, please state nature of disability:

The [Equality Act 2010](#) defines a disabled person as a person with a disability. A person has a disability for the purposes of the Act if he or she has a physical or mental impairment and the impairment has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.

(Advice can be obtained by contacting the Equality Advisory Support Service on 0808 800 0082)

**If you wish, you may disclose information in this section about your:**

Religion:

Sexual orientation: