

WICS ROLES AND RESPONSIBILITIES

Facilities and Business Support Assistant

April 2026

Overview

VALUES, BEHAVIOURS AND EQUALITIES

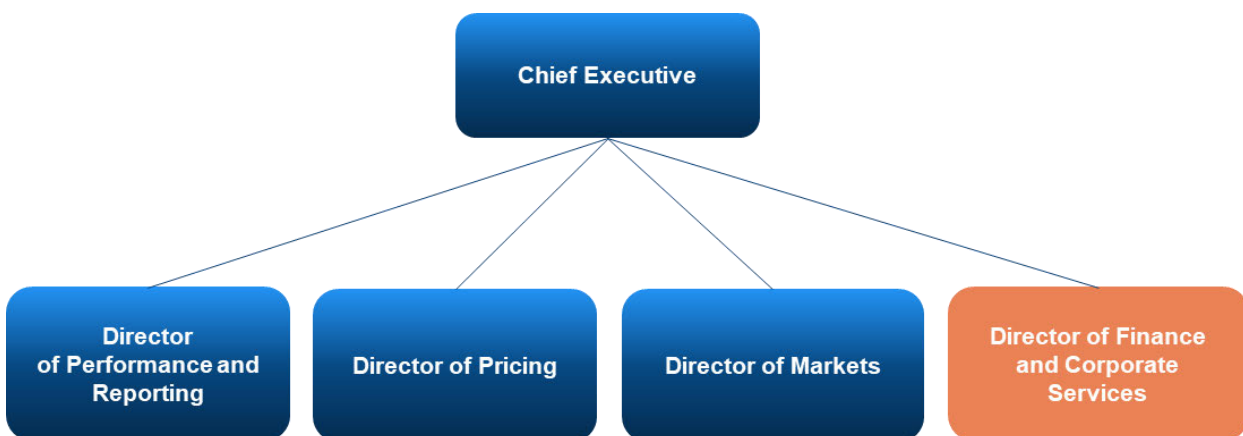
We want our colleagues to live our values. These values describe what we stand for and how we do things at WICS, whilst inspiring, challenging and guiding us towards the delivery of our organisational ambition and goals.

Our values are: As an organisation that operates in the public sector we subscribe to the seven principles of public life which are selflessness, integrity, objectivity, accountability, openness, honesty and leadership.

These values will also help us to achieve our equalities vision of being a proud, fair and cohesive organisation, a great place to work.

WICS ORGANISATIONAL STRUCTURE

This structure is designed to ensure effective governance, clear accountability, alignment with our strategic goals, and the delivery of value for money throughout. It reflects our commitment to maintaining a robust regulatory framework and fostering collaboration across all departments.



FINANCE AND CORPORATE SERVICES DIRECTORATE

The **Finance and Corporate Services Directorate** at WICS is essential for supporting the organisation's operational efficiency and effectiveness. It manages key functions such as finance, human resources, IT, procurement, and facilities, ensuring WICS meets its regulatory objectives. The directorate focuses on optimising resources, maintaining robust governance and compliance standards, and fostering continuous improvement across the organisation. By delivering high-quality support services, the directorate enables WICS to achieve its strategic goals and maintain a high level of service delivery in regulating the water sector in Scotland.

Role Profile

Job Title	Facilities and Business Support Assistant
Pay Grade	Band 2
Directorate	Finance and Corporate Services
Reports to	Head of Corporate Office and Communications
Location	Moray House Stirling

MAIN DUTIES AND ACCOUNTABILITIES

The Facilities and Business Support Assistant is a vital operational role that ensures the smooth running of WICS' office environment and supports colleagues through a combination of administrative, coordination, and facilities-related tasks. This role is central to maintaining a safe, functional, and well-organised workplace.

Key responsibilities include:

Administrative support

- Manage correspondence, prepare agendas, take and circulate minutes.
- Manage the daily monitoring of specific mailboxes and respond to queries liaising with requisite colleagues in the process as required.
- Organise and maintain digital filing systems, ensuring easy access to important documents and records.
- Manage subscriptions, including raising associated approvals, and maintain a record of what is in place and suitable review points.
- Manage office supplies inventory, placing orders to maintain a well-stocked workplace.

Facilities and Health & Safety

- Act as a key holder for the building and first point of contact for facilities-related issues, including coordinating repairs, maintenance, and servicing of office equipment and communal areas.
- Liaise with landlords, management agents, suppliers, and contractors to ensure office facilities are maintained efficiently.
- Support hybrid working arrangements, including desk allocation, shared office spaces, and remote working equipment.
- Monitor and maintain compliance with health and safety regulations, including fire safety, First Aid, risk assessments, and equipment checks.

- Maintain records and documentation for H&S compliance and coordinate any necessary training or inspections.
- Supports the purchasing of assets for colleagues
- Assist in the management of office leases, facilities contracts, and service agreements.
- Carries out annual workstation assessment (WSA) for all colleagues.
- Maintain offsite storage inventory, supporting with all logistical requests
- Support office layout planning, equipment procurement, and ergonomic arrangements to create a safe and productive environment.
- Manage incoming and outgoing post and courier services.
- Oversee movement and storage of IT equipment, office records, and other assets, ensuring inventory and asset registers are accurate.
- Engages with third parties (other building occupants) regarding general facilities matters
- Engages with third parties (other building occupants, prospective building occupants, legal advisors) regarding space sharing arrangements.
- Shares information and key updates to all staff regarding facilities matters.
- Supports the practical elements of transitioning working arrangements (space sharing)
- Prepares and cascades information and training aids in relation to health and safety and facilities matters
- Carries out facilities related risk assessments and manages the accident reporting processes

Meetings and coordination

- Organise internal and external meetings and events, including room bookings, invitations, catering, and AV equipment setup.
- Maintain calendars, schedule appointments, and coordinate meetings efficiently.
- Act as a primary contact for external stakeholders visiting WICS and maintain the organisation's key contact records.
- Book travel and accommodation for staff, ensuring value for money at all times.

Adhoc Duties

- Any other duties commensurate with the grade and level of responsibility of this post, for which the post holder has the necessary experience and/or training.
- Input into corporate improvement and reporting.
- Provides flexible administrative cover during periods of leave or absence, including (but not limited to) secretariat support to the Board and Committees, organisation-wide administrative assistance, and executive support.

Pay banding responsibilities

As a Support Assistant, the postholder is expected to:

- Understands own role and its contribution.

- Is flexible and open-minded.
- Understands and follows instructions.
- Is approachable and co-operative.
- Is mindful of costs.
- Is personally organised, reliable and efficient, maintaining quality.
- Can apply knowledge to routine tasks.
- Show openness to feedback and commitment to professional development.
- Contribute to WICS' culture of learning, continuous improvement, and public service.

Selection Criteria – Knowledge, Skills and Experience		
Role Requirements	Essential	Desirable
Knowledge		
Effect time management to meet deadlines to manage productivity and deliver on requirements.	✓	
Skills		
Strong ability to manage multiple tasks and competing priorities and maintain attention to detail.	✓	
Excellent written and verbal communication skills, to interact effectively with employees/management and stakeholders.	✓	
Proficiency in using office software systems (e.g MS Office Suite) and general office equipment.	✓	
Able to manage sensitive data/information with discretion and confidentiality.	✓	
Able to handle unexpected situations and provide solutions promptly.	✓	
Strong ability to work collaboratively with team members and manage any conflicts effectively.	✓	
Ability to be proactive to recognise potential problems before they occur.	✓	
Experience		
Previous employment experience of working within a busy administrative, office support or facilities-related role.	✓	
Understanding of office management, including equipment maintenance, supplies, and liaising with contractors or suppliers.	✓	
Knowledge of health and safety regulations in an office environment (fire safety, risk assessments, first aid awareness).	✓	
Experience in a public sector, corporate, or regulated environment.		✓

Qualifications		
Role Requirements		
At least 2 years' experience in a similar role with evidence of professional development in areas relevant to the role.	✓	
Level 2/3 qualification in business administration, office management, or facilities management.		✓
First Aid or Fire Marshal training.		✓
Health & Safety qualification		✓
Other Requirements		
High standard of personal presentation.		
The job requires travel for business purposes: Yes		



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WICS Economic
regulation for
Scotland's water

