FIFE COAST & COUNTRYSIDE TRUST

Role Profile

Business Process & Digital Solutions Officer

Reference No.	FCCT/BSO/2026	**Type**	Individual
Service	Support Services		
Job Family	FCCT - Professional	**Grade**	FC7

Purpose

Act as the lead specialist practitioner for design, build, testing, implementation, documentation, and benefits tracking—introducing tools and technologies that streamline operations and support digital transformation. Providing end-to-end delivery of digital and business process solutions that improve efficiency, reduce manual effort, and enhance service delivery. Ensure every solution complies with policies, standards, and legal requirements, while driving continuous improvement to help the organisation achieve its objectives.

Key Responsibilities - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	**Person Specification: Skills, Knowledge, Qualifications or Experience -** Criteria can apply to more than one task or responsibility	**E**	**D**
Lead the implementation and improvement of business solutions by analysing existing business processes and identifying opportunities for automation and digital solutions, working closely with the Data Officer	Educated to SCQF Level 7 (HNC or equivalent) in a relevant discipline, with demonstrable experience of leading and personally delivering digital business solutions (e.g., Microsoft Power Platform, integrations, dashboards) in a live setting.	✓	
Liaise with FCCT's Senior Management Team and line managers to support process improvement and data management. Advise managers and senior stakeholders on options, risks, compliance and value for money ensuring data integrity and governance for accurate reporting and decision-making.	Expert knowledge of digital automation and collaboration tools, including Power Automate and connectors across ecosystems, with the ability to design, configure, and implement solutions end-to-end.	✓	
Design, test, and implement secure IT-based solutions (e.g., workflow automation, dashboards, forms, integrations), ensuring compliance with basic cybersecurity best practices and relevant legal requirements.	Understanding of business process mapping and improvement.	✓	

E = Essential Criteria D = Desirable Criteria

Key Responsibilities - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	**Person Specification: Skills, Knowledge, Qualifications or Experience -** Criteria can apply to more than one task or responsibility	**E**	**D**
Ensure comprehensive documentation for systems, processes, and user guides, maintaining version control and providing clear reference materials for stakeholders.	Knowledge of data protection, confidentiality principles and compliance frameworks, with the ability to apply these principles when designing and implementing digital solutions.	✓	
Lead change management activities, delivering training and guidance to staff, championing digital inclusion and ensuring solutions meet accessibility standards and user experience best practice.	Experience leading end-to-end delivery of IT or digital projects, preferably with an awareness of project management methodologies (e.g., Agile, PRINCE2).	✓	
Develop and implement training plans for relevant staff to provide first-line support for digital tools, ensuring sustainability and knowledge transfer.	Strong organisational skills to manage multiple projects and deadlines, with a high attention to detail and accuracy.	✓	
Lead stakeholder engagement workshops, gathering requirements and influencing solution design to meet organisational objectives, building strong working relationships across departments to understand needs.	Ability to translate technical concepts into plain language for non-technical users. Strong communication skills (written and verbal) and a customer-focused approach are essential.	✓	
Proactively research and recommend emerging technologies, providing evidence-based proposals to support organisational innovation and efficiency.	The ability to troubleshoot and resolve technical issues is a key requirement.	✓	
Pilot, evaluate, and monitor the performance of new software tools or platforms, reporting on efficiency gains and ROI before and after rollout.	Understanding of user experience (UX) principles.	✓	
Liaise with teams (e.g., finance for procurement, communications for system updates) and manage relationships with vendors to ensure compliance, value for money, and smooth implementation of digital tools.	Proficiency in scripting or coding (e.g., PowerShell, JavaScript) to support advanced automation and integration tasks.		✓
Support in the drafting and updating of policies relevant to the role.	Ability to create and manage Power BI dashboards.		✓
Ensure the maintenance of inventories of IT equipment, software licenses, or digital assets.	Certification in Microsoft Power Platform or similar digital tools.		✓
Maintain an awareness of legislation and software up-dates that require actioning.	Experience working in a third sector or support services environment.		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

E = Essential Criteria D = Desirable Criteria

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:				
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:		**Person Specification: Skills, Knowledge, Qualifications or Experience -** Criteria can apply to more than one task or responsibility	**E**	**D**
Regular travel to FCCT sites.		Driving License	✓	
		Flexible mindset.	✓	

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children ☐	PVG Protected Adults ☐	PVG Both ☐	None ☒
	Basic Disclosure ☐	Standard Disclosure ☐	Enhanced Disclosure ☐	

FCCT Aims & Objectives

Our Mission

Connecting the environment and people.

Our Vision

We lead in the care of Fife's outdoors. Working together with you, we create a healthier environment that supports wellbeing and sustains the balance between people and the natural world.

Core Values

- Inclusive, caring, and generous.
- Fair, respectful, and charitable.
- Agile, proactive, and aspirational.
- Knowledgeable and information led.