



Job Title: Modern Apprenticeship in Business Administration

Responsible to: Corporate Support Officer

Principle Working Contacts

Corporate Support Officer

Corporate Performance Support Manager

Business support staff

Managers and employees of the Care Inspectorate

External agencies/service providers/service users and carers

Members of the public

Job Purpose

To provide a comprehensive business support to functions within the organisation. Initially the MA will undertake a range of basic administrative duties with a view to building knowledge and understanding of the organisation and the team they support. Once an understanding is evident the MA will be set objectives to undertake a range of tasks to support their directorate and team deliver against their plan.

Key Accountabilities

Operational Management

- Provide general business support to Care Inspectorate staff ensuring a high level of security and confidentiality within the office.
- Diary management including making appointments, arranging meetings, rooms, refreshments and hospitality for visitors as necessary.
- Prepare all letters, correspondence and any information relating to the work of Care Inspectorate using the Care Inspectorate's ICT systems.
- Update and maintain accurate computer records and produce reports as required from the Care Inspectorate's ICT systems and/or manual records as required.
- Provide general business support as required as part of the office team.
This may include :
 - Scanning, printing and photocopying
 - Reception cover
 - Stationery management – processing orders, raising and tracking purchase orders and invoices
 - Booking travel/accommodation
 - Recording / submitting travel & subsistence claims
 - Supporting room booking systems in relation to setting out rooms

- Look for opportunities and make recommendation for improving business support processes within the department.
- Work collaboratively with all business support staff where required to ensure consistency of standards.
- Carry out your duties in accordance with our Health and Safety policies, procedures, guidance, practices and legislative requirements, taking responsible care for your safety and that of others who may be affected by what you do or fail to do while at work.

Relationship Management

- Ensure effective communication of Care Inspectorate's work with people who use care services, carers, relatives and advocates.
- Ensure effective working protocols in accordance with Care Inspectorate's Communications, Human Resources, Finance, ICT and Operations function.
- Demonstrate a commitment to Care Inspectorate's aims, vision and values and to Care Inspectorate's overall objective of improving care in Scotland.

Other Duties

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time.

Consequently the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job, and to respond positively to changing business needs.