



Job Title: Shared Services Support Assistant

Job Location: Any Care Inspectorate office

Responsible to: Corporate Support Officer

Principal Working Contacts

Head of Shared Services

Head of Human Resources

Corporate Support Officer and Corporate Support team

Strategic Leadership Team

Senior Managers of the Care Inspectorate

Executive and Committee Support Manager

Executive and Committee Support Team

Scottish Government and other external bodies and partners

Shared Services colleagues (Care Inspectorate/Scottish Social Services Council)

Job Purpose

To provide high quality, confidential business support to the Head of the Shared Service and Head of Human Resources.

Key Responsibilities

- Check and prioritise all email correspondence and meeting invitations on behalf of the Head of Shared Services and Head of HR.
- Develop and administer a system for dealing with enquiries and correspondence on behalf of the Head of Shared Services and Head of HR, including composing responses to routine correspondence.
- Manage and co-ordinate the Head of Shared Services and Head of HR's diaries, making appointments and arranging meetings, events, booking venues, organising catering and hospitality for visitors as necessary.
- Make all travel and accommodation arrangements for the Head of Shared Services and Head of HR.
- Support and administer the Joint Care Inspectorate/Scottish Social Services Council Health, Safety and Wellbeing Committee and other groups and meetings chaired by the Head of Shared Services and Head of HR.
- Prepare and circulate agendas and paperwork for meetings, as required.
- Attend meetings as required at various locations across Scotland, in order to take notes/minutes and prepare action records.
- Provide support to development and analysis work, as directed by the Head of Shared Services and Head of HR.
- Assist in the preparation of PowerPoint presentations/speeches as required.
- Establish good working relationships in regular communication with other officers of the Care Inspectorate, members of the Board, external partners, contractors and suppliers, Scottish Government and members of the public.

- As part of the wider Corporate Support team, provide a level of support cover in the absence of other team members.
- Carry out your duties in accordance with our Health and Safety policies, procedures, guidance, practices and legislative requirements, taking reasonable 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 productive and smooth working arrangements and protocols between staff delivering directorate support and all other Care Inspectorate employees.
- Develop and maintain constructive and co-operative working relationships with internal and external stakeholders to ensure effective and efficient directorate support.
- Demonstrate a commitment to the Care Inspectorate's aims, vision and values and to the Care Inspectorate's overall objective of improving care in Scotland.
- To ensure effective communication of the Care Inspectorate's work with people who experience care, carers, relatives and advocates.

Other Duties

There will be travel to Dundee Head Office for team working requirements. The job may also require some other travel, which could occasionally involve overnight stays.

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.