



**Job Title: Shared Services Support Assistant**

Attributes	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of providing business or secretarial support at senior management level, including diary management</li> <li>▪ Experience of interpreting the business conducted at meetings and producing accurate minutes to reflect discussion and decision.</li> <li>▪ Experience of preparing communication for circulation to various audiences.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ability to develop and produce correspondence and emails on behalf of a senior manager.</li> </ul>
<b>Education, Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>▪ Educated to Standard Grade level or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Hold a relevant qualification in administration, and/or secretarial studies e.g. HNC/D or equivalent.</li> </ul>
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>▪ Excellent communication and negotiation skills.</li> <li>▪ Excellent organisational, planning and decision making skills.</li> <li>▪ Ability to manage conflicting priorities and work to tight deadlines/plan and prioritise workloads.</li> <li>▪ Experience of developing processes and procedures.</li> <li>▪ Good working knowledge of IT packages including Microsoft Applications and database input.</li> <li>▪ Ability to translate plans into action.</li> </ul>	

<b>Key Performance Outcomes</b>	<b>Essential</b>	<b>Desirable</b>
<b>Effective Communication</b>	<ul style="list-style-type: none"> <li>▪ Ability to express ideas clearly and concisely and to adapt communication to suit different audiences.</li> <li>▪ Ability to form constructive working relationships with people at all levels in the organisation.</li> <li>▪ Regularly communicates with and ensures they are accessible to colleagues and key contacts.</li> <li>▪ Ability to communicate decisions to colleagues and key contacts.</li> </ul>	
<b>Objective Decision Making</b>	<ul style="list-style-type: none"> <li>▪ Demonstrates an analytical and systematic approach to problem solving.</li> <li>▪ Considers Care Inspectorate values in relation to the impact of their decisions.</li> <li>▪ Considers the wider context in which the Care Inspectorate operates.</li> </ul>	Ability to express and present complex information.
<b>Planning and Organising</b>	<ul style="list-style-type: none"> <li>▪ Ability to react to changing priorities and manage conflicting demands.</li> <li>▪ Uses a systematic approach to make efficient use of time and manage workload.</li> <li>▪ Recognises the need to be flexible in order to meet changing priorities.</li> </ul>	
<b>Flexibility</b>	<ul style="list-style-type: none"> <li>▪ Demonstrates a flexible, positive approach to work and is a team player.</li> <li>▪ Listens to feedback and ideas from people and will take appropriate and considered action.</li> <li>▪ Adapts well to change, adjusting priorities as required.</li> <li>▪ Ability to apply skills flexibly as required.</li> </ul>	
<b>Personal Accountability and Responsibility</b>	<ul style="list-style-type: none"> <li>▪ Takes responsibility for decisions and actions taken.</li> <li>▪ Maintains a high standard of work and actively seeks out continuous improvement.</li> <li>▪ Demonstrates initiative within own area of expertise.</li> <li>▪ Takes responsibility for identifying and addressing areas of personal and professional development.</li> </ul>	

**Pease note – these are key performance outcomes to be used to recruit into the role.**