



Job Title:	Business Support Assistant - Complaints
Location:	Flexible
Salary:	£20,448 - £21,789
Hours:	35 hours per week
Contract:	Temporary until 31 March 2022

About us

We are the national regulator and scrutiny body responsible for providing assurance and protection for people who experience care services, their families, carers and the wider public, as well as supporting delivery partners to improve the quality of care for people in Scotland. Our vision is that people across Scotland experience high quality care that meets their needs, rights and choices.

We are a scrutiny body that supports improvement. We inspect individual care services and we also work with other scrutiny bodies to inspect the social care and social work services people are experiencing in their local areas.

About the role

Working as part of a team, you will provide comprehensive administrative and clerical support within a scrutiny and assurance business support role in line with the Care Inspectorate's policies and procedures. Whilst this particular post will predominantly be working to support the complaints function and its inspectors the post holder will also require to undertake the wider general administrative duties and tasks required as part of the office business support team. These duties will be varied and will include the provision of e.g. customer service; telephony, reception, filing, word processing, data input and general clerical duties.

Due to current COVID-19 restrictions, it is expected that you will be undertaking duties predominantly from home but with an expectation that, where deemed necessary, you will be available to work from the office on an ad-hoc or longer-term basis in due course. We will consider applications on a reduced hours basis.

About you

We are looking for an organised individual who has good attention to detail, is customer-focused and enjoys working in a busy and supportive team. You will have a positive attitude and be keen to develop your skills and take on new challenges.

The successful individual will have:

- A good working knowledge of O365/Microsoft Office suite to include Word, Excel and Outlook.
- Excellent telephone and customer service skills.
- Good interpersonal skills.
- Excellent organisational skills.
- Ability to work on own initiative and prioritisation of workload.
- Ability to meet deadlines.

Next steps

You'll find more information in the job profile and person specification.

If you require any further information or for an informal chat, please contact Fiona Naris, Business Support Officer, by email at fiona.naris@careinspectorate.gov.scot or tel 01786 432944

If you believe that your expertise and motivation make you suitable for this post, please download and complete an Application Form and return by email to recruitment@careinspectorate.gov.scot **by no later than 8am on Monday 1 November 2021.**