



Job Title: Business Support Assistant

Responsible to: Business Support Officer

Principle Working Contacts

Business Support Officer

Managers and employees of the Care Inspectorate

External agencies/service providers/service users and carers

Members of the public

Job Purpose

To provide comprehensive business support to various functions within the organisation as well as general office administration support within individual offices, in line with Care Inspectorate policies and procedures.

Key Accountabilities

Operational Management

- Provide business support to Care Inspectorate operational staff ensuring a high level of security and confidentiality within the office.
- Prepare information/correspondence in a clear and concise manner ensuring accuracy and compliance with Care Inspectorate's style.
- Undertake specialist activities, in accordance with procedures or instructions, to support the effectiveness of the various functions and the Care Inspectorate as a whole.
- Prepare all letters, correspondence and any information relating to the work of Care Inspectorate using the Care Inspectorate's ICT systems.
- Input, update and extract information from the Care Inspectorate's ICT systems and/or manual records as required.
- Provide general office business support as required as part of the office team. This may include:
 - Reception cover
 - Stationery management
 - Booking travel/accommodation
 - Recording / submitting travel & subsistence claims
 - Supporting room booking system in relation to setting out rooms
- 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 profile 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.