



**Job Title:** Chief Inspector Support Assistant

**Responsible to:** Executive Support Officer

### **Principal Working Contacts**

Executive Support Officer  
Executive and Committee Support Manager  
Chief Inspectors/Service Managers  
Strategic Leadership Team  
Executive PAs/Director PAs  
Scottish Government Departments  
External agencies  
Stakeholders

### **Job Purpose**

To provide an efficient and effective support service to the Chief Inspector and their Service Managers.

### **Key Responsibilities**

- Provide a confidential PA and administrative support service to the Chief Inspector
- Manage, co-ordinate and prioritise all email correspondence and calendar appointments on behalf of the Chief Inspector and Service Managers.
- Develop and administer a system for dealing with enquiries, recording, acknowledging receipt of and re-directing correspondence and monitoring progress of responses.
- As required, compose responses to routine correspondence for the Chief Inspector and Service Managers' signatures
- Monitor and follow up progress of requests for information from the Chief Inspector and Service Managers to meet required deadlines.
- Through cross-directorate working, co-ordinate the administrative process for Scottish Government briefings and parliamentary reports, adhering to deadline requirements.
- On behalf of the Chief Inspector, make all conference/seminar/meeting and other visit arrangements; confirm travel arrangements, ensuring adequate travel time between appointments and accommodation bookings.
- Prepare and circulate agendas and paperwork for meetings on behalf of the Chief Inspector and Service Managers, as required.
- Attendance at Chief Inspector-led meetings as required at various locations across Scotland to take notes and record actions.

- Assist in the design and preparation of PowerPoint presentations for the Chief Inspector, as required.
- Communicate with other officers of the Care Inspectorate, members of the Board, external partners, Scottish Government and members of the public.
- As part of the wider team, provide support cover in the absence of the other Chief Inspector Support Assistants.

### **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 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 use care services, carers, relatives and advocates.
- 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.

### **Other Duties**

This job may require some travel and may involve some overnight stays and unsocial hours.

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.