



**Job Title: Chief Inspector Support Assistant**

Attributes	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of providing business support at executive and/or senior 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>	Ability to develop and produce correspondence and emails on behalf of a senior manager.
<b>Education, Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>▪ Educated to Standard Grade level or equivalent.</li> </ul>	Hold a relevant qualification in administration, and/or secretarial studies e.g. HNC/D or equivalent.
<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>	

**KEY PERFORMANCE OUTCOMES:**

<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 &amp; 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.</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>	.

**Please note – these are key performance outcomes to be used to recruit into the role. Successful applicants will be assessed against all the performance indicators used in the Performance Development Review System once established in the role.**