



<b>Job Title:</b>	<b>Service Manager – Registration (temporary 18 months)</b>
<b>Job Location:</b>	Care Inspectorate office (to be confirmed)
<b>Responsible to:</b>	<b>Chief Inspector Children Services</b>
<b>Responsible for:</b>	Team Managers/Planning Manager

### Principal Working Contacts

Executive Director of Scrutiny & Assurance  
 Chief Inspectors  
 Strategic Leadership Team  
 Operational Management Team  
 Service Managers  
 Team Managers  
 Planning Manager  
 Strategic Inspectors  
 Regulated Care Inspectors  
 Care Inspectorate colleagues  
 Scottish Government Officials  
 Integration Authorities, Local Authorities, Health Boards, Agencies and Other  
 Scrutiny Bodies  
 Community Planning Partnerships  
 External Stakeholders  
 Sponsor Department  
 Chief Social Work Officers  
 Police Scotland  
 NHS  
 Community Planning Partnerships  
 External Stakeholders  
 Sponsor Department

### Job Purpose

Support the Chief Inspector Children to manage the day to day delivery of the registration function and oversight of inspection planning function for all regulated care services to ensure that the Care Inspectorate performs effectively and efficiently as an independent scrutiny body.

Support the Chief Inspector Children's Services in ensuring that the Care Inspectorate meets its responsibilities as defined by the Public Services Reform (Scotland) Act 2010 and other relevant legislation, to inspect and improve the quality of care and social work services in Scotland in a collaborative way.

Support the Chief Inspector Children in developing, implementing and monitoring approaches to quality assurance, performance management, recruitment, training, development and support of staff in registration and inspection planning, integrating their work effectively.

Deputise for the Chief Inspector Children's Services as required.

Work with the Chief Executive, Executive Directors and Senior Management Team to support significant cultural change; consolidate excellence in the Care Inspectorate's activities and continue to invest in our competent, confident workforce in a way that puts collaboration at the core of our work.

## **Key Responsibilities:**

### **Strategic Management**

- Support the Chief Inspector Children Services to develop, deliver, monitor, and review the regulatory practices, processes and procedures in the registration of all care services; adults, children and young people and early learning and childcare to deliver robust, outcome focussed scrutiny, assurance and improvement and other activities which support delivery and continuous improvement in care services.
- Support the Chief Inspector Children Services with developing, implementing and monitoring an integrated approach to quality assurance, self-evaluation, best value and consolidating excellence.
- Support the Chief Inspector Children Services with developing implementing and monitoring an integrated approach to performance management.
- Support the Chief Inspector Children Services with the recruitment, training, development and support of staff in inspection to support their continuous professional development and increase staff confidence and competence.
- Coordinate the work of expert groups and quality.
- Coordinate and input to formal and informal consultations.
- Support the Chief Inspector Children Services to ensure that the registration and variation functions work efficiently and effectively.
- In conjunction with the Chief Inspector Children Services support the implementation of the day to day delivery of the registration scrutiny and improvement activity for the Care Inspectorate and contribute to its direction, ensuring that all legislative requirements are met.
- In conjunction with the Chief Inspector Children Services have an oversight of the planning of the regulated care service inspections for all regulated care services.
- Support the Chief Inspector Children Services to formulate objectives, strategies, action plans and targets for all registration activity in respect of the regulated care services for adults and children and ensure that these are achieved.
- Support the Chief Inspector Children Services to build the diverse strands of strategic and regulated care service scrutiny assurance and improvement activity into a cohesive, integrated, and productive approach, aligned to the achievement of the Care Inspectorate's corporate aims and objectives, focusing on consolidating excellence in all aspects of the Care Inspectorate's work.

### **Operational Management**

- Support the Chief Inspector Children Services with day to day responsibility for the efficient and effective operational delivery of registration and variation activity for all adults and children's regulated care services.
- Support the Chief Inspector Children Services with day to day responsibilities for the national inspection planning function.

- Support the Chief Inspector Children Services to develop innovative approaches to support the continuous improvement of the Care Inspectorate's scrutiny, assurance, and improvement work, including the development of quality systems, designed around creative problem-solving and bringing new thinking, delivery mechanisms and solutions to the Care Inspectorate.
- Help ensure operational activities are delivered efficiently and adhere to the principles of best value.
- Prepare and present reports to the Executive Team, Operational Management Team, Board and Committees of the Care Inspectorate that are both timely, and informed.
- Deputise for the Chief Inspector Children Services and undertake such other duties as may be required by the Chief Executive, Operational Management Team or Executive Directors.

### **People Management**

- Guide, support, and direct staff and ensure that their work is carried out in an effective, efficient and consistent manner and meets the standards, targets and requirements of the Care Inspectorate.
- Support develop and mentor direct reports through regular supervision, performance development reviews and personal development plans to help build a competent and confident workforce where individuals are developed and supported to reach their potential.
- Promote consistent, high quality practice amongst staff encouraging them to give of their best and continually strive to improve performance and consolidate excellence. Manage the performance and monitor standards and consistency of practice of all staff delivering registration activity for regulated care services for children and adults.
- Support the recruitment and development of all employees, and the implementation of HR policies, within the function, ensuring that Care Inspectorate objectives are translated into meaningful and realistic personal objectives for staff and team plans.
- Promote the health, safety, and welfare of employees, with responsibility for ensuring that Care Inspectorate health and safety policies, procedures and practice, and legislative requirements, are followed across all areas of service delivery.
- Promote diversity and equality of opportunity, ensuring that these principles are upheld across all areas of service delivery.
- 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.

### **Relationship Management**

- Ensure productive and smooth working arrangements and protocols between staff delivering all regulated care service scrutiny, assurance, and improvement activity in respect of services for children and adults and all other Care Inspectorate employees.
- In conjunction with the Chief Inspector Children Services, help to facilitate and deliver business and cultural change within the Care Inspectorate.
- In conjunction with the Chief Inspector Children Services help promote customer focus internally and externally, supporting staff to work collaboratively with colleagues across the Care Inspectorate, as well as with people who use services and their carers, the Partnership Forum, scrutiny partners, service providers, government, health, and other bodies.

- Develop effective working relationships with the Senior Management Team to ensure effective collaborative working and strong customer focus.
- Promote the principles of collaborative working throughout the organisation and in all working practices in accordance with the Care Inspectorate's Partnership Agreement.
- Develop and maintain productive and effective working relationships with a range of appropriate external stakeholders and relevant key policy contacts within national bodies, Scottish Government, local authorities, integrated joint boards and health boards, together with relevant, designated regulatory and quality assurance bodies and other statutory agencies with responsibilities for service delivery and commissioning. Use these relationships to continually improve service delivery, strengthen collaborative working, and promote the work of the Care Inspectorate.
- Provide leadership, contribute to, and promote, the continuous development of the Care Inspectorate, managing change effectively and creatively.
- Support the deployment of appropriate mechanisms to consult with all relevant stakeholders concerned in the delivery of inspection of care, ensuring we fulfill our duty of user focus and that this informs continuous improvement in our work.
- Support, promote and encourage public, care user and carer participation in, and consultation about, the work of the Care Inspectorate.

**Other Duties**

This job requires 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.