



**Job Title: Service Manager Registration**

Attributes	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of managing and delivering scrutiny and assurance activity.</li> <li>▪ Significant experience of managing a range of teams operationally.</li> <li>▪ Direct experience of supporting improvement and building capacity through self-evaluation.</li> <li>▪ Significant experience in social work/social care or education in children's or adults services.</li> <li>▪ Experience of stakeholder engagement at both a strategic and operational level, delivering feedback and dealing with challenges to processes and findings.</li> <li>▪ Experience in quality assurance, self-evaluation, performance management and the recruitment, training, development and support of staff.</li> <li>▪ Demonstrable evidence of embedding sustainable transformational change.</li> <li>▪ Experience of managing programmes of work to meet strategic objectives.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Knowledge and experience of scrutiny and assurance</li> <li>▪ Experience of planning of/for scrutiny and assurance and working in partnership with others.</li> <li>▪ Experience of scrutiny and assurance activity and/or professional regulatory practice within the health and social care, or other relevant sectors.</li> </ul>
<b>Education, Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>▪ Educated to degree level or equivalent.</li> <li>▪ Appropriate professional qualification.</li> <li>▪ Commitment to own CPD.</li> </ul>	<ul style="list-style-type: none"> <li>▪ A qualification in quality management/scrutiny and improvement such as EFQM and PSIF.</li> </ul>
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>▪ The ability to provide leadership and direction to a diverse, multi-disciplinary team of professional staff.</li> <li>▪ Demonstrate significant knowledge regulation of care in a childrens or adults setting.</li> <li>▪ Demonstrate significant skills and knowledge of quality assurance processes and reports.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Knowledge and understanding of health/social care practice, theory, policy and research.</li> <li>▪ Demonstrate understanding of corporate social</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Demonstrate commitment to the principles of the Public Service Reform (Scotland) Act 2010 and the principles of better regulation.</li> <li>▪ Be adept at challenging traditional thinking in a positive and constructive way.</li> <li>▪ Excellent communicator, both verbally and in written form.</li> <li>▪ Politically astute.</li> <li>▪ Ability to translate plans into action.</li> <li>▪ Excellent negotiation and influencing skills.</li> <li>▪ Demonstrate broad knowledge of working with inspection/regulation of care.</li> <li>▪ Knowledge of trends and changes within social work and social care with an understanding of Equality and Diversity issues.</li> <li>▪ IT literate, using the most effective methods to communicate and manage information.</li> </ul>	<p>responsibility, whereby social and environmental concerns are voluntarily integrated to business operations and stakeholder interaction.</p> <ul style="list-style-type: none"> <li>▪ Understanding of, and ability to demonstrate, the management of complex projects.</li> </ul>
<b>Key Performance Outcomes</b>	<b>Essential</b>	<b>Desirable</b>
<b>Leading Others</b>	<ul style="list-style-type: none"> <li>▪ Ability to provide credible and authentic, professional leadership, with a clear sense of purpose and direction to effectively lead a key professional function within the Care Inspectorate.</li> <li>▪ Ability to effectively deploy staff and other resources to achieve performance objectives.</li> <li>▪ Demonstrate ability to ensure staff conduct themselves in accordance with the highest standards of integrity, probity and openness through the implementation of robust corporate governance.</li> <li>▪ Demonstrate ability to provide leadership and strategic management direction for multi disciplinary, professional teams and bring together groups from different disciplines/bodies.</li> </ul>	
<b>Management of Resources</b>	<ul style="list-style-type: none"> <li>▪ Ability to bring together the overall work of a multi-disciplinary team of staff.</li> <li>▪ Ability to manage resources in achievement of the Care Inspectorate's objectives.</li> <li>▪ Ability to bring together the overall work of a team of staff, determining the "tone" for a significant area of the organisation's work and promoting a corporate vision.</li> <li>▪ Ability to manage resources in achievement of the Care Inspectorate's objectives.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ability to drive continuous improvement and manage business planning and performance processes.</li> </ul>

<b>Effective Communication</b>	<ul style="list-style-type: none"> <li>▪ Articulate and positive communicator both in verbal and written communication skills.</li> <li>▪ Ability to engage, influence and lead the development of a wide range of key stakeholder relationships, both internally and externally.</li> </ul>	<ul style="list-style-type: none"> <li>▪ The ability to build and guide key stakeholder strategies and manage relationships to secure or improve delivery of key programme or service outputs.</li> </ul>
<b>Impact &amp; Influence</b>	<ul style="list-style-type: none"> <li>▪ Evidence of building positive relationships, engaging and collaborating effectively with others internally and externally.</li> <li>▪ Demonstrate personal resilience, being able to work flexibly under pressure to deliver tangible results.</li> <li>▪ Demonstrate ability to influence at all levels.</li> <li>▪ Ability to promote, lead and implement strategies and change programmes to improve the development and quality of services.</li> <li>▪ Evidence of building positive relationships, engaging and collaborating effectively with others internally and externally.</li> <li>▪ Demonstrates personal resilience, being able to work flexibly under pressure with stamina and tenacity to deliver results.</li> </ul>	<ul style="list-style-type: none"> <li>▪ A proven track record of promoting, leading and implementing strategies and change programmes to improve the development and quality of services.</li> <li>▪ Ability to take account of wider political and organisational sensitivities to deliver strategic objectives.</li> </ul>
<b>Objective Decision Making</b>	<ul style="list-style-type: none"> <li>▪ The ability to assist the Chief Inspector (Children) to set, in consultation with others, the overall agenda, long term objectives and performance standards for the Directorate.</li> <li>▪ Demonstrate analytical and systematic approach to problem solving.</li> <li>▪ Ability to make appropriate and realistic judgments, based on relevant, up to date and verifiable information.</li> <li>▪ The ability to take responsibility for difficult decisions and to remain resilient against possible criticism.</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.**