



Job Title: Strategic Support Officer

Responsible to: Scrutiny and Assurance Support Manager

Principle Working Contacts

Scrutiny and Assurance Support Manager

Chief Inspectors

Strategic Service Managers

Strategic Inspectors

External agencies/service providers/service users and carers

Members of the public

Care Inspectorate staff

Job Purpose

- To assist and support the work of the joint inspections of children's, adult and justice services by coordinating scrutiny activity and events, liaising with local authorities and other external organisations, and assisting with the development of publications.
- To support the implementation of the business support strategy, aligned to the Corporate Plan, which is delivery-focused, ensuring the needs of all users are met in a consistent, efficient and effective manner.

Key Accountabilities

- Organise, plan and delegate work appropriately to ensure the provision of an efficient business support to the Care Inspectorate Strategic Inspection teams
- Undertake specialist operational activities, in accordance with procedures or instructions to support the effectiveness of the strategic functions and the Care Inspectorate as a whole.

This will include:

- Co-ordinating the business support and team requirements for strategic inspections
- Supporting the lead inspector in all functions relating to strategic inspections
- Arranging and co-ordinating file reading, and all on-site and off-site activities
- Support to Service Managers (Strategic Children's, Adults and Justice)

- Support to Strategic Inspectors in their link inspector role
- Support to Associate Assessors
- Prepare and analyse data in relation to strategic inspection activity
- Working with link inspectors in maintaining contact with local authorities and supporting their self-evaluation activities.
- Supporting corporate activity including drafting guidance, procedures and participation in internal working groups.
- Maintain appropriate systems for supporting the relevant core function business support processes.
- Prepare agenda and paperwork for meetings as required.
- Attend meetings as required to take notes, prepare minutes and distribute.
- Oversee the bookings of seminar/conference and other visit arrangements; confirm travel/accommodation reservations for strategic inspection staff.
- Maintain and ensure that all filing systems, registers and records used by Care Inspectorate staff are up to date.
- Update computerised information systems, extracting and collating information from manual files and other records as required.
- Distribute information within the Care Inspectorate to external agencies as required.
- Obtain information from other external agencies.
- Oversee ICT equipment for the strategic team, using appropriate processes.
- Oversee the requisitions, orders, invoices and fee payments, using appropriate financial records.
- Oversee the booking meetings, rooms, refreshments and hospitality for visitors as necessary.
- Assist in the recruitment and selection of business support staff.
- Word processing/typing of correspondence and other material.

People Management

- To provide line management support to the business support team on a daily basis and ensure they are supervised and deployed in a way that best provides quality day to day business support within the team.
- Assist in implementing and monitoring a Performance Development Review process and ensuring that all business support has a Personal Development Plan.
- Promote the health, safety and welfare of all employees within the role's remit.
- Assist in effectively managing the attendance of staff within established policies and procedures to support Care Inspectorate attendance targets.
- Promote diversity, equality of opportunity, fairness, dignity and trust, ensuring that these principles are upheld across all areas of service delivery.

Relationship Management

- Ensure productive and smooth working arrangements and protocols with all internal and external customers.
- Develop and maintain constructive and co-operative working relationships with internal and external stakeholders to ensure effective and efficient business support.
- Contribute to the continuous development of the Care Inspectorate and manage change effectively and creatively.
- Promote the principles of partnership working throughout the organisation and embrace this as the agreed way of working.
- Promote a positive and inclusive working environment which supports continuous professional development.
- To ensure effective communication of the Care Inspectorate's work with people who use care services, carers, relatives and advocates.

Other Duties

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.