



**Job Title: STRATEGIC SUPPORT OFFICER**

Attributes	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ Demonstrate a successful track record within a similar role.</li> </ul>	
<b>Education, Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>▪ Educated to Higher Grade level with a relevant qualification in administration.</li> </ul>	HNC level or relevant qualifications
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>▪ Excellent communication and interpersonal skills.</li> <li>▪ Good working knowledge of IT packages including spreadsheets.</li> <li>▪ Good analytical and problem solving skills and the ability to develop pragmatic solutions to problems.</li> <li>▪ Good time management skills.</li> <li>▪ Ability to manage conflicting priorities and work to tight deadlines.</li> <li>▪ Ability to work autonomously and flexibly.</li> <li>▪ Good project management skills.</li> <li>▪ Ability to supervise staff and provide training and development opportunities to maximise resources.</li> </ul>	Knowledge of strategic inspection methodology, timeframes as well as the scrutiny process.

Competencies/Key Performance Outcomes	Description
<b>Leading others / Team Working</b>	<ul style="list-style-type: none"> <li>▪ Ability to provide leadership, a clear sense of purpose and direction to a professional function within the Care Inspectorate.</li> <li>▪ Ability to deploy staff and other resources effectively to achieve performance objectives.</li> <li>▪ Demonstrates an interest in and understanding of others.</li> <li>▪ Adapts to the team and builds team spirit.</li> <li>▪ Listens, consults others and communicates proactively.</li> <li>▪ Demonstrates integrity.</li> <li>▪ Contributes to the shared vision and purpose and shares this effectively.</li> <li>▪ Involves the team in decision and actions.</li> </ul>

<b>Effective Communication</b>	<ul style="list-style-type: none"> <li>▪ Ability to prepare reports and other written communication to a high standard.</li> <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>▪ Articulate and positive communicator on a one to one basis and in larger groups.</li> <li>▪ Ability to communicate decisions to team members.</li> <li>▪ Ability to manage conflict.</li> </ul>
<b>Objective Decision Making</b>	<ul style="list-style-type: none"> <li>▪ Demonstrates analytical and systematic approach to problem solving.</li> <li>▪ Encourages and supports decisions of team members.</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> <li>▪ Contributes to the development of operational processes and systems to support regulatory functions.</li> </ul>
<b>Planning &amp; Organising</b>	<ul style="list-style-type: none"> <li>▪ Regularly reviews workloads, goals and targets with team and prioritise where necessary, taking account of possible changing circumstances.</li> <li>▪ Uses 1-1 supervision to support team members to plan workloads.</li> <li>▪ Delegates effectively to others and optimises resources to achieve desired results.</li> <li>▪ Focuses on customer needs and satisfaction.</li> <li>▪ Sets high standards for quality and quantity.</li> <li>▪ Works in a systematic, methodical and orderly way.</li> </ul>
<b>Flexibility</b>	<ul style="list-style-type: none"> <li>▪ Encourages a flexible, positive approach to work in their team.</li> <li>▪ Applies rules and procedures sensibly and understands where flexibility is required.</li> <li>▪ Works productively in a high pressure environment.</li> <li>▪ Adapts to changing circumstances.</li> <li>▪ Accepts new ideas and change initiatives.</li> <li>▪ Adapts interpersonal style to suit different people or situations.</li> <li>▪ Required to undertake substantial amount of travelling with some overnight stays and unsociable hours.</li> </ul>
<b>Improvement Focus</b>	<ul style="list-style-type: none"> <li>▪ Ability to identify gaps in performance and make appropriate suggestions for improvement.</li> <li>▪ Ability to use knowledge and experience to gather and consolidate information to make appropriate improvements.</li> <li>▪ Demonstrate initiative, drive and determination to complete tasks and achieve objectives.</li> <li>▪ Improve the development and quality of services.</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.**