



Role: Service Manager Adult Services

Salary: £62,613

Contract: Permanent

Location: Head Quarters in Dundee or any of our offices within Scotland

Join us and make a difference – for you, for everyone

It's our job to ensure care for everyone, everywhere in Scotland is as good as it can be. If you are as passionate about high-quality care as we are, and you're experienced in your field, we'd love to hear from you.

About us

As a national scrutiny body that supports improvement, we inspect care services and partnerships across Scotland, report on the quality of care people experience, and support improvements in services to facilitate improvements in outcomes for people.

We inspect registered care services and work with other scrutiny bodies to inspect the social care and social work services people, including children and young people and their families, are experiencing in local areas.

We champion high quality care whenever we encounter it across the thousands of scrutiny activities, we carry out each year, and we work closely with all care providers to support them to improve all the time. We collaborate with other organisations too, supporting improvement across public services. Our work plays a big role in reducing health and social inequalities between people and communities.

The Care Inspectorate is developing flexible, proportionate scrutiny and assurance practices and integrated scrutiny and improvement activities that focus on and foster a culture of innovation and to support world class care that makes a real and positive difference to people's lives.

We operate in an emerging landscape of tighter financial constraints, technological advances, increasing societal expectations, significant demographic changes, and far-reaching legislative and social policy changes. We are looking for talented people to join us in making a difference in this challenging landscape - who understand how to put

people's needs, rights and choices at the heart of delivering social services and how to lead improvement too.

About the role

The Care Inspectorate is currently looking for a Service Manager (Adults) to support the Chief Inspector to lead on Adult Services due to the retirement of the current post-holder. The successful candidate will ensure excellence in scrutiny, assurance and improvement work in collaboration with scrutiny partners, providers, Community planning partners, and integration authorities.

You'll support the Chief Inspector by having delegated responsibility for the leadership, development and delivery of the scrutiny and assurance plan for Adults services and the Complaints function. You will make sure that the needs of people who use services and their carers are at the heart of what we do.

You'll support the Scrutiny and Assurance Directorate to ensure that the Care Inspectorate meets its responsibilities, in relation to adult services, as defined by the Public Services Reform Act 2010 and other relevant legislation.

You'll work colleagues 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.

You'll be adept at challenging traditional thinking in a positive and constructive way, you will be an articulate and positive communicator, both verbally and in written form, with the ability to engage, influence and lead the development of a wide range of key stakeholder relationships, both internally and externally.

You'll also be politically astute and demonstrate a broad knowledge of trends and relevant issues within social work and social care services.

The Care Inspectorate has its headquarters in Dundee, but with offices throughout Scotland, your work base is negotiable.

About you

To apply you must be educated to degree level or equivalent and hold an appropriate post-graduate professional qualification in social work or other relevant professional qualification.

We are looking for someone who has a proven track record of effective management and leadership of staff in the area of adult health and social work/social care. You should also have demonstrable experience in developing and/or applying quality assurance/improvement frameworks to support self-evaluation and continuous improvement.

You should also have evidence of experience in strategic planning and delivery of services and supporting and embedding sustainable business and transformational change. As well as extensive experience of collaborative and values-based leadership including working with partners.

Why join us?

This is an exciting time to join the Care Inspectorate, with an opportunity to be at the heart of change as we consider the recommendations of the Independent Care Review.

We strive to be a great employer, knowing that competitive salary, leave, and pension schemes are only part of that. We pride ourselves on the values we hold, person-centered; fairness; respect; efficiency and integrity - all supported with a culture of care and kindness. We're proud to be a progressive, supportive employer, and equality, diversity and inclusion are important to us.

All new entrants will start on the grade minimum for the role, unless there are exceptional circumstances, however we have a generous benefits package which is highlighted below.

Flexibility and agility are important to us. That's why we have a number of policies in place that support flexible working and time off when you need it, such as flexi-time, flexible hours, home working, carers leave and special leave. The inspector role is flexible with 140 hours over a four week period.

Our annual leave allowances are generous, starting at 32 days (in less than 1 years' service by 1 April) and climbing to 42 days after 5 years of service.

All our employees are eligible to join the Local Government Pension Scheme, which is a defined benefit career average scheme. Employee contributions range between 5.5% and 10% depending on earnings and are matched by employer contributions of 17%.

To apply

You'll find more information in the job profile and person specification.

For an informal discussion about the post, please contact our recruitment mailbox at recruitment@careinspectorate.gov.scot and our Chief Inspector Adult Services, Marie Paterson, will be in contact with you. For more detailed information about the role please visit our website, <https://www.careinspectorate.com/index.php/work-with-us>

If you believe you are a suitable candidate for this post, please submit your application form (and equal opportunities form where you are an external applicant) outlining how your skills, experience and qualifications match with the

competencies required for the role to recruitment@careinspectorate.gov.scot by no later than 8.00am on **Monday, 3 May 2021**.

The Care Inspectorate offers a guaranteed interview to any applicant who considers themselves to be disabled and who meets the minimum essential requirements for the post.

It is anticipated that the selection and interview day for the post will take place no earlier than **Tuesday, 18 May 2021**.