



Job Title: Shared Services Support Assistant

| Attributes | Essential | Desirable |
|---|---|---|
| Experience | <ul style="list-style-type: none"> ▪ Experience of providing business or secretarial support at senior management level, including diary management ▪ Experience of interpreting the business conducted at meetings and producing accurate minutes to reflect discussion and decision. ▪ Experience of preparing communication for circulation to various audiences. | <ul style="list-style-type: none"> ▪ Ability to develop and produce correspondence and emails on behalf of a senior manager. |
| Education, Qualifications & Training | <ul style="list-style-type: none"> ▪ Educated to Standard Grade level or equivalent. | <ul style="list-style-type: none"> ▪ Hold a relevant qualification in administration, and/or secretarial studies e.g. HNC/D or equivalent. |
| Skills & Knowledge | <ul style="list-style-type: none"> ▪ Excellent communication and negotiation skills. ▪ Excellent organisational, planning and decision making skills. ▪ Ability to manage conflicting priorities and work to tight deadlines/plan and prioritise workloads. ▪ Experience of developing processes and procedures. ▪ Good working knowledge of IT packages including Microsoft Applications and database input. ▪ Ability to translate plans into action. | |

| Key Performance Outcomes | Essential | Desirable |
|---|--|---|
| Effective Communication | <ul style="list-style-type: none"> ▪ Ability to express ideas clearly and concisely and to adapt communication to suit different audiences. ▪ Ability to form constructive working relationships with people at all levels in the organisation. ▪ Regularly communicates with and ensures they are accessible to colleagues and key contacts. ▪ Ability to communicate decisions to colleagues and key contacts. | |
| Objective Decision Making | <ul style="list-style-type: none"> ▪ Demonstrates an analytical and systematic approach to problem solving. ▪ Considers Care Inspectorate values in relation to the impact of their decisions. ▪ Considers the wider context in which the Care Inspectorate operates. | Ability to express and present complex information. |
| Planning and Organising | <ul style="list-style-type: none"> ▪ Ability to react to changing priorities and manage conflicting demands. ▪ Uses a systematic approach to make efficient use of time and manage workload. ▪ Recognises the need to be flexible in order to meet changing priorities. | |
| Flexibility | <ul style="list-style-type: none"> ▪ Demonstrates a flexible, positive approach to work and is a team player. ▪ Listens to feedback and ideas from people and will take appropriate and considered action. ▪ Adapts well to change, adjusting priorities as required. ▪ Ability to apply skills flexibly as required. | |
| Personal Accountability and Responsibility | <ul style="list-style-type: none"> ▪ Takes responsibility for decisions and actions taken. ▪ Maintains a high standard of work and actively seeks out continuous improvement. ▪ Demonstrates initiative within own area of expertise. ▪ Takes responsibility for identifying and addressing areas of personal and professional development. | |

Pease note – these are key performance outcomes to be used to recruit into the role.