

**Job Title: Improvement Support Assistant - ELC Improvement Programme**

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| **Attributes** | **Essential** | **Desirable** |
| **Experience** | * Demonstrate a successful   track record within a similar role. | * Experience of working with external/internal contacts at all levels. * Experience of working within the social care sector. * Experience of diary management. |
| **Education, Qualifications & Training** | * Educated to Standard Grade   level or equivalent.   * Hold a relevant qualification in administration and/or secretarial studies e.g. HNC/D or equivalent |  |
| **Skills & Knowledge** | * Good working knowledge of IT to include word, excel and powerpoint. * Excellent telephone and customer service skills. * Good interpersonal skills. * Excellent organisational, planning and decision-making skills. * Ability to work on own initiative and prioritisation of workload. * Ability to meet deadlines. * Ability to manage conflicting priorities and work to tight deadlines/plan and prioritise workloads. |  |

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| **Key Performance Outcomes** | **Essential** | **Desirable** |
| **Effective Communication** | * Portrays a positive image of the Care Inspectorate when communicating both inside the organisation and externally. * Selects appropriate communication, style and methods depending on the needs and abilities of the audience. * Listens actively to people, questions and checks understanding. |  |
| **Planning and Organising** | * 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. * Prioritises work effectively to meet deadlines and objectives. |  |
| **Flexibility** | * Demonstrates a flexible, positive approach to work.   + Listens to feedback and ideas from people and will take appropriate and considered action.   + Adapts well to change, adjusting priorities as required. * Understands where a flexible approach is required. |  |
| **Team Working** | * Remains tolerant and fair towards others, values diversity and is non-discriminatory in their actions.   + Values and makes use of the skills, knowledge and experience of others.   + Works co-operatively and supportively with others. |  |
| **Personal Accountability and Responsibility** | * 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. |  |

**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.**