



Job Title: Service Manager Early Learning and Childcare (ELC)

Responsible to: Chief Inspector Early Learning and Childcare Services

Responsible for: Team Managers

Principal Working Contacts

Executive Directors of Assurance and Improvement

Chief Inspectors

Executive Team

Senior Management Team

Team Managers

Strategic Inspectors

Regulated Care Inspectors

Care Inspectorate colleagues

Scottish Government Officials

Integrated Joint Boards, Local Authorities, Agencies and Other Scrutiny Bodies

Community Planning Partnerships

External Stakeholders

Sponsor Department

Chief Social Work Officers

Police

NHS

Job Purpose

Support the Chief Inspector ELC to manage the day to day delivery of inspection activity for regulated care services for children to ensure that the Care Inspectorate performs effectively and efficiently as an independent scrutiny body.

Support the Chief Inspector ELC in ensuring that the Care Inspectorate meets its responsibilities as defined by the Public Services Reform (Scotland) Act 2010 and other relevant legislation, to inspect and improve the quality of care and social work services in Scotland in a collaborative way.

Support the Chief Inspector ELC in developing, implementing and monitoring approaches to quality assurance, performance management, recruitment, training, development and support of staff .

Work with the Chief Executive, Executive Directors and Senior Management Team 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.

Key Responsibilities:

Strategic Management

- Support the Chief Inspector ELC to develop, deliver, monitor and review the regulatory practices, processes and procedures in early learning and childcare services to deliver robust, outcome focussed assurance and improvement and other activities which support continuous improvement in care and social work services.
- Support the Chief Inspector ELC with developing, implementing and monitoring an integrated approach to quality assurance, self-evaluation, best value and consolidating excellence.
- Support the Chief Inspector ELC with developing implementing and monitoring an integrated approach to performance management.
- Support the Chief Inspector ELC with the recruitment, training, development and support of staff in inspection to support their continuous professional development and increase staff confidence and competence.
- Coordinate the work of contact managers, expert groups and quality circles.
- Coordinate formal and informal consultations.
- Support the Chief Inspector ELC, working with the Chief Inspector Registration and Complaints to ensure that the scrutiny and registration/complaints functions work efficiently and effectively.
- In conjunction with the Chief Inspector ELC support the implementation of the day to day delivery of regulated care service assurance and improvement activity for the Care Inspectorate and contribute to its direction, ensuring that all legislative requirements are met.
- In conjunction with the Chief Inspector ELC support the planning of regulated care service assurance and improvement for early learning and childcare services.
- Support the Chief Inspector ELC to formulate objectives, strategies, action plans and targets for all regulated inspection activity in respect of early learning and childcare services, and ensure that these are achieved.
- Support the Chief Inspector ELC to help build the diverse strands of strategic and regulated care service assurance and improvement activity into a cohesive, integrated and productive approach, aligned to the achievement of the Care Inspectorate's corporate aims and objectives, focusing on consolidating excellence in all aspects of the Care Inspectorate's work.

Operational Management

- Support the Chief Inspector ELC with day to day responsibility for the efficient and effective operational delivery of regulated care inspection activity for early learning and childcare services.
- Support the Chief Inspector ELC to develop innovative approaches to support the continuous improvement of the Care Inspectorate's assurance and improvement work, including the development of quality systems, designed around creative problem-solving and bringing new thinking, delivery mechanisms and solutions to the Care Inspectorate.
- Help ensure operational activities are delivered efficiently and adhere to the principles of best value.
- Prepare and present reports to the Executive Team, Senior Management Team Board and Committees of the Care Inspectorate that are both timely, and informed.
- Deputise for the Chief Inspector ELC and undertake such other duties as may be required by the Chief Executive, Senior Management Team or Executive Directors.

People Management

- Guide, support and direct staff for Assurance and Improvement and ensure that their work is carried out in an effective, efficient and consistent manner and meets the standards, targets and requirements of the Care Inspectorate.
- Support, develop and mentor staff through regular supervision, performance development reviews and personal development plans to help build a competent and confident workforce where individuals are developed and supported to reach their potential.
- Promote consistent, high quality practice amongst staff encouraging them to give of their best and continually strive to improve performance and consolidate excellence. Manage the performance and monitor standards and consistency of practice of all staff of regulated care services.
- Support the recruitment and development of all employees, and the implementation of HR policies, within the function, ensuring that Care Inspectorate objectives are translated into meaningful and realistic personal objectives for staff and team plans.
- Promote the health, safety and welfare of employees, with responsibility for ensuring that Care Inspectorate health and safety policies, procedures and practice, and legislative requirements, are followed across all areas of service delivery.
- Promote diversity and equality of opportunity, ensuring that these principles are upheld across all areas of service delivery.
- Carry out your duties in accordance with our Health and Safety policies, procedures, guidance, practices and legislative requirements, taking reasonable care for your safety and that of others who may be affected by what you do or fail to do while at work.

Relationship Management

- Ensure productive and smooth working arrangements and protocols between staff delivering all regulated care service assurance and improvement in respect of early learning and childcare services and all other Care Inspectorate employees.
- In conjunction with the Chief Inspector ELC help to facilitate and deliver business and cultural change with the Care Inspectorate.
- In conjunction with the Chief Inspector ELC help promote customer focus internally and externally, supporting staff to work collaboratively with colleagues across the Care Inspectorate, as well as with people who use services and their carers, the Partnership Forum, scrutiny partners, service providers, government, health and other bodies.
- Develop effective working relationships with the Senior Management Team to ensure effective collaborative working and strong customer focus.
- Promote the principles of partnership working throughout the organisation and in all working practices in accordance with the Care Inspectorate's Partnership Agreement.
- Develop and maintain productive and effective working relationships with a range of appropriate external stakeholders and relevant key policy contacts within national bodies, Scottish Government, local authorities, integrated joint boards and health boards, together with relevant, designated regulatory and quality assurance bodies and other statutory agencies with responsibilities for service delivery and commissioning. Use these relationships to continually improve service delivery, strengthen collaborative working, and promote the work of the Care Inspectorate.
- Provide leadership, contribute to and promote, the continuous development of the Care Inspectorate, managing change effectively and creatively.

- Support the deployment of appropriate mechanisms to consult with all relevant stakeholders concerned in the delivery of inspection of care, ensuring we fulfill our duty of user focus and that this informs continuous improvement in our work.
- Support, promote and encourage public, care user and carer participation in, and consultation about, the work of the Care Inspectorate.

Other Duties

This job requires some travel and may involve some overnight stays and unsocial hours.

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.