



**Job Title:** CORPORATE SUPPORT OFFICER

**Location:** Headquarters in Dundee

**Responsible to:** Executive and Committee Support Manager

## Principal Working Contacts

Executive and Committee Support Manager  
Executive Support Officers  
Strategic Management Group  
Heads of Service  
Corporate Senior Managers  
Employees of the Care Inspectorate  
External service providers

## Job Purpose:

- Working closely with heads of service and senior managers to co-ordinate and provide an effective high quality business support service to corporate and core support functions of the Care Inspectorate.
- To line manage the Corporate Support team to ensure the provision of high-level business support
- To manage the reception service at headquarters in Dundee.
- Act as contract manager for low value contracts (less than £10k), liaising closely with the procurement team as and when required.

## Key Accountabilities:

### Strategic

- To assist and support the Executive and Committee Support Manager in delivering a cohesive business support service for the Care Inspectorate and in driving a continuous improvement agenda.
- To manage the delivery of effective business support to the wider corporate teams for business needs.

### Operational

- To act as point of contact for heads of service and senior managers, assessing priorities, enquiries and requests as necessary.
- Organise, plan and delegate work appropriately to ensure the provision of high-level and efficient business support to the Care Inspectorate.
- Within the scope of the role, undertake projects from time to time.
- Approve expenditure in the Care Inspectorate's financial system as part of delegated budget holder responsibilities.

- Be involved in the procurement of contracts for which the customer and business support function is responsible; this includes mail services, printing services and catering services.
- Monitor and review the services provided by contracted service providers
- Organise and attend meetings (including senior management meetings) as required to take accurate notes or minutes, and action records and to distribute these following the meetings.
- Assist in the recruitment and selection of business support staff.
- Ensure that all corporate support procedures and information systems are accurate and kept up-to-date.
- Assist in the provision of guidance, advice and support in relation to business support operational issues within the organisation.
- Deputise for the Executive and Committee Support Manager and undertake such other duties as may be required.
- Provide occasional line management cover to the teams of the Executive Support Officers, in their absence.

### **People Management**

- To provide line management support to the corporate support team on a daily basis ensuring they are deployed in a way that delivers high quality administrative support across core functions of the Care Inspectorate.
- Implement and monitor the Care Inspectorate's LEAD process and ensure that all team members are using the Learning Management System effectively to set goals and record one to one meetings.
- Promote the health, safety and welfare of employees, with responsibility for ensuring that the Care Inspectorate health and safety policies, procedures and practice and legislative requirements are met across the team.
- 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
- Effectively manage the attendance of staff within established policies and procedures
- Promote diversity, equality of opportunity, fairness, dignity and trust, ensuring that these principles are upheld across all areas of service delivery.

### **Relationship Management**

- Ensure productive and smooth working arrangements and protocols between staff delivering corporate support and all other Care Inspectorate employees.
- Develop and maintain constructive and co-operative working relationships with internal and external stakeholders and contractors.
- Contribute to the continuous development of the Care Inspectorate and manage change effectively and creatively.
- Promote the principles of partnership working throughout the organisation and embrace this as the agreed way of working.
- Promote a positive and inclusive working environment which supports continuous professional development.
- To ensure effective communication of the Care Inspectorate's work with people who use care services, carers, relatives and advocates.

**Other Duties**

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.