



Job profile

Job Title: Chief Executive

Job Location: Dundee

Responsible to: The Chair of the Care Inspectorate

Principal Working Contacts

The Care Inspectorate Chair & Board
Executive Team
Scottish Government ministers and officials, sponsor department and elected members
Local authorities
COSLA
Social Work Scotland
Scottish Social Services Council
Social care organisations
Service providers
Healthcare Improvement Scotland
Education Scotland
Her Majesty's Inspectorate of Constabulary Scotland
The Mental Welfare Commission
Other scrutiny & improvement bodies

Job Purpose

- To lead the Care Inspectorate to improve the scrutiny of care, protection and social work services and develop flexible regulatory practices and integrated scrutiny and improvement activities that focus on and foster a culture of innovation.
- To lead the Executive Team on implementing the corporate plan, developing and adapting the way in which the organisation and its staff work.
- To lead the workforce through a clear, strategic vision and with strong values-based approach, ensuring that we put human rights at the heart of all we do.
- To lead and implement a learning organisation, pioneering in the way we work with providers and people who use services and their carers to achieve innovation and improvement in care. To support the continued integration of working practices, developing new skills and behaviours for the organisation and its staff.
- To build and sustain credibility with the public and service providers, working in strategic and operational partnership with other scrutiny bodies.
- To work with Scottish Government to ensure our legislative framework enables the Care Inspectorate to make decisions to safeguard and protect people who use care services and their carers.
- To support the identification and adoption of opportunities for further sharing of services and resources within the wider public service to ensure the effective and efficient use of the organisation's resources.

Key Responsibilities:

Strategic Management

- To lead the development of new approaches to scrutiny and improvement which support emerging policies, are aligned to new National Care Standards, and underpinned by human rights
- To ensure that the Care Inspectorate adopts a business model which is more versatile than routine cyclical inspection programmes and demonstrates that all aspects of the
- Care Inspectorate systems, processes and procedures support a new collaborative approach to scrutiny and improvement.
- The Chief Executive will build an approach to scrutiny and improvement that:
 - is informed by intelligence and is risk-based,
 - is proportionate,
 - develops the skills and capacity of the organisation to work on problem solving,
 - supports middle managers as key operational leaders and decision makers.

Operational Management

- To facilitate and inspire the development of capacity within the organisation, especially within the management teams, to deliver different approaches to scrutiny and improvement effectively and efficiently.
- To ensure that the Care Inspectorate develops and acquires the skills and behaviours necessary to deliver risk-based, intelligence-led scrutiny and improvement in a cost effective manner.
- To secure continuous improvement in the performance of the Care Inspectorate.
- To ensure the realisation of the full benefit of the Care Inspectorate's business model through the promotion of better outcomes for people who use care services and their carers.

Relationship Management

- To lead, facilitate and inspire the relationships with key stakeholders which will be critical to the success of new approaches to scrutiny and improvement.
- The Chief Executive will lead the establishment and maintenance of effective working relationships with all relevant stakeholders, including staff and their representatives, the Scottish Government, local authorities, other care organisations, service providers, Healthcare Improvement Scotland, Education Scotland, HMICS, the Mental Welfare Commission and other scrutiny bodies.
- The Chief Executive will be required to work with politicians and to demonstrate political acuity given the rapidly developing nature of social policy.
- The Chief Executive will be responsible for promoting co-operative working with other scrutiny bodies to ensure that joint interests are identified and acted upon, and the duty of co-operation is given effect to.
- To be assertive in promoting the Care Inspectorate as a high-profile, risk-based, problem-solving organisation while also maintaining the confidence of the public and stakeholders in the quality of its public assurance role and therefore the quality of services.

People Management

- Lead and direct the Care Inspectorate and ensure that work is carried out in an effective and consistent manner and meets the targets and requirements of the Care Inspectorate.
- Support, develop and coach directors through regular performance development reviews and personal development plans.
- Lead on consistent, high-quality practice amongst staff and its implementation.
- Promote the health, safety and welfare of employees.
- Manage the performance and monitor standards and consistency of practice of all employees.
- Promote diversity and equality of opportunity.

Accountable Officer

- As Accountable Officer for the Care Inspectorate, the Chief Executive is personally answerable to the Scottish Government for the stewardship of the public funds under her/his control. The Chief Executive is responsible for providing strategic and operational leadership in managing the overall business to:
 - ensure that the strategic plans are developed and implemented;
 - results are monitored and reported to the Board; and
 - financial and operational objectives are established, maintained and delivered, all within a tightening financial climate and reducing public sector budgets.
- In partnership with the Chair, ensure that the Care Inspectorate has a sound governance structure in place and that it demonstrates proper business arrangements and processes which are consistent and transparent.
- Ensure that robust performance management arrangements are in place throughout the organisation to ensure effective management and development of staff.
- Identify opportunities for realising significant efficiency savings while maintaining a high level of public assurance.

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.

Some travel, overnight stays and unsocial hours will be required.