

Person specification

Essential criteria

Experience

- Proven and successful track record of leadership and strategic management with significant achievement at senior management level within an organisation of comparable scope, size and complexity within the public, voluntary or private sector.
- Proven record of successfully driving through organisational change.
- Very experienced high level influencer.
- Working effectively in a highly political environment.

Education, qualifications and training

- Educated to degree level or equivalent.
- Commitment to own CPD.

Knowledge

- Good understanding of the range of contacts and networks in the regulatory sector and among central and local government and service providers.
- Knowledge and understanding of the challenges involved in delivering social work, care and protection services and experience of working with a wide range of social work (including services for adults and older people, children's services and community justice) care, health and justice professionals, establishing professional credibility.
- Understanding of the regulatory framework and its role in society.
- Knowledge and understanding of the advantages and challenges of multi-agency working and the need for greater integration.

Desirable criteria

- Experience of working with government policy officials at a strategic level.
- Relevant management/leadership qualification e.g. MBA, Institute of Leadership and Management.
- Understanding of a risk based, proportionate approach to scrutiny.
- Demonstrate involvement in social and health care delivery.

Key performance outcomes

Leading others

- Ability to provide leadership, a clear sense of purpose and direction to the Care Inspectorate.
- Ability to challenge traditional ways of working and to lead and engage the workforce through a further period of sustained change.
- Proven ability to think and act strategically.
- Ensure that the Care Inspectorate conducts itself in accordance with the highest standards of integrity, probity and openness through the implementation of robust corporate governance.

Management of resources

- Proven financial management skills including the ability to manage a large budget and maintain appropriate systems for financial control, corporate governance and risk management.
- Ability to develop a workforce strategy to get the best from the workforce and to plan effectively for succession in key posts.
- Ability to deploy staff and other resources effectively to achieve organisational priorities and objectives.
- Ability to develop a culture in which workforce performance is managed consistently and unfair or unhelpful behaviour and practices are effectively challenged.

Effective communication

- Ability to communicate effectively with a wide range of stakeholders and to work constructively with all customers, public bodies and partners at both operational and senior levels.
- Well developed public speaking skills with ability to communicate with ministers, present evidence at parliamentary committees and represent the Care Inspectorate at conferences and events.

Impact and influence

- Demonstrable evidence of strong negotiation skills and a proven ability to influence outcomes through effective reasoning and persuasion.
- Personal and professional credibility that promotes and enhances the organisation's reputation locally, regionally and nationally.
- Demonstrates personal resilience, being able to work flexibly under pressure with stamina and tenacity to deliver results.

Managing change

- Ability to visualise, plan, lead and drive the scale of change required to further establish the Care Inspectorate as the leading scrutiny organisation in the care and social work field and being an effective part of the wider scrutiny landscape in Scotland.
- Ability to demonstrate openness to adapting to innovative and challenging programmes of work and the ability to support others to adapt to changing circumstances and to working co-operatively with other bodies.

Improvement focus

- Ability to take account of wider political and organisational sensitivities to deliver continuous improvement.
- Knowledge and understanding of the challenges of delivering services for all ages, groups and types of need.
- Ability to challenge assumptions and to generate enthusiasm for new ways of achieving improvements.
- Strong focus on outcomes and on involving and achieving improvements for people who use services, carers and the general public allied with ability to design and deliver measurable improvement in outcomes.

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.