



Job Title: Policy Assistant

Attributes	Essential	Desirable
Experience	<ul style="list-style-type: none"> ▪ Demonstrate experience or competence in gathering, summarising and disseminating information. 	<ul style="list-style-type: none"> ▪ Experience of working with external / internal contacts at all levels.
Education, Qualifications & Training	<ul style="list-style-type: none"> ▪ Educated to Higher Grade level or equivalent. ▪ Commitment to own CPD. 	<ul style="list-style-type: none"> ▪ Educated to degree level in a relevant discipline or with equivalent experience.
Skills & Knowledge	<ul style="list-style-type: none"> ▪ Excellent organisational skills. ▪ Good communication skills. ▪ Ability to meet deadlines. ▪ Excellent IT skills and demonstrable ability to learn new software packages quickly. Ability to work under pressure and prioritise workload. 	<ul style="list-style-type: none"> ▪ Knowledge of the Scottish political system. ▪ Policy knowledge in care, early years, education or social work. ▪ Previous experience of a range of software packages such as Umbraco.

Key Performance Outcomes	Essential	Desirable
Effective Communication	<ul style="list-style-type: none"> ▪ Articulate and positive communicator on a one to one basis and in larger groups. ▪ Ability to express ideas clearly and concisely and to adapt communication to suit different audiences. ▪ Ability to produce written and verbal communication which is clear and concise. ▪ Plain English or conversational writing style. ▪ Ability to form constructive working relationships with people at all levels in the organisation. 	
Flexibility	<ul style="list-style-type: none"> ▪ Is open minded to suggestions from other about how to improve processes at the Care Inspectorate. ▪ Exercises professional judgement when considering options and outcomes. ▪ Strong time management and prioritisation skills 	
Team Working	<ul style="list-style-type: none"> ▪ Contributes to and supports the work and decisions of the team. ▪ Contributes to the shared vision and purpose. ▪ Ability to work in a dispersed team. 	Experience of collaborative working.
Objective Decision Making	<ul style="list-style-type: none"> ▪ Understands the limits of their knowledge and experience and when decisions need to be referred to others. ▪ Ability to act consistently with the Care Inspectorate values to achieve the desired outcome. 	
Personal Accountability and Responsibility	<ul style="list-style-type: none"> ▪ 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. 	
Planning and Organising	<ul style="list-style-type: none"> ▪ Ability to plan workload effectively in the short, medium and long term in conjunction with their line manager and to work to strict deadlines. ▪ Can demonstrate meticulous attention to detail. ▪ Ability to show initiative and work without close supervision. ▪ Self-motivated, flexible and responsive.. ▪ 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. 	

Pease note – these are key performance outcomes to be used to recruit into the role.