



Job Title: TEAM MANAGER

Attributes	Essential	Desirable
Experience	<ul style="list-style-type: none"> ▪ Significant experience of operational scrutiny activity and professional regulatory practice within the health and social care, or other relevant sectors. ▪ Demonstrable evidence of embedding sustainable transformational change. ▪ Sound understanding of the local and national care context including experience of direct practice in a variety of settings within the appropriate specialism: <ul style="list-style-type: none"> ▪ Adults ▪ Early Learning and Childcare ▪ Children and Young People 	Experience of leading and managing operational inspection activity/regulatory practice.
Education, Qualifications & Training	<ul style="list-style-type: none"> ▪ Educated to degree level or equivalent. ▪ Appropriate professional qualification. ▪ Commitment to own CPD. 	Relevant management/leadership qualification, e.g. MBA, Institute of Leadership & Management.
Skills & Knowledge	<ul style="list-style-type: none"> ▪ The ability to apply operational leadership and direction to a diverse team of professional staff. ▪ Demonstrate significant knowledge of working with inspection/regulation of care. ▪ Demonstrate commitment to the principles of the Public Services Reform (Scotland) Act 2010 and the principles of better regulation. ▪ Be adept at challenging traditional thinking in a positive and constructive way. ▪ Excellent communicator, both verbally and in written form. ▪ Politically astute. ▪ Ability to translate plans into action. ▪ Excellent negotiation and influencing skills. ▪ Knowledge of trends and changes within health and social care, or other relevant sectors with an understanding of Equality and Diversity issues. ▪ IT literate, using the most effective methods 	<p>Knowledge and understanding of health/social care practice, theory, policy and research.</p> <p>Understanding of, and ability to demonstrate, the management of complex projects.</p>

	to communicate and manage information.	
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Key Performance Outcomes	Essential	Desirable
Leading Others	<ul style="list-style-type: none"> ▪ Ability to provide leadership, a clear sense of purpose and direction to a professional team within the Care Inspectorate. ▪ Ability to deploy staff and other resources effectively to achieve performance objectives. ▪ Ensure that the team conducts itself in accordance with the highest standards of integrity, probity and openness. 	Demonstrates experience of delivering cultural change.
Management of Resources	<ul style="list-style-type: none"> ▪ Ability to bring together the overall work of a team of staff, including staff and budget responsibilities. ▪ Ability to manage resources and budgets in achievement of the Care Inspectorate's objectives. ▪ Ability to drive continuous improvement and manage planning and performance processes. 	
Effective Communication	<ul style="list-style-type: none"> ▪ Articulate and positive communicator both in verbal and written communication skills. ▪ Ability to engage, influence and lead the development of a wide range of key stakeholder relationships, both internally and externally. ▪ The ability to build and guide key stakeholder strategies and manage relationships to secure or improve delivery of key programme or service outputs. 	
Impact & Influence	<ul style="list-style-type: none"> ▪ Demonstrates ability to influence at all levels. ▪ Ability to promote, lead and implement strategies and change programmes to improve the development and quality of services. ▪ Evidence of building positive relationships, engaging and collaborating effectively with others internally and externally. ▪ Demonstrates personal resilience, being able to work flexibly under pressure with stamina and tenacity to deliver results. 	Ability to take account of wider political and organisational sensitivities to deliver strategic objectives.
Objective Decision Making	<ul style="list-style-type: none"> ▪ The ability to assist senior/executive management to set, in consultation with others, the overall strategic agenda, long term objectives and performance standards for the organisation. 	

	<ul style="list-style-type: none">▪ Demonstrates analytical and systematic approach to problem solving.▪ Ability to make appropriate and realistic judgments, based on relevant, up to date and verifiable information.▪ The ability to take responsibility for difficult decisions and to remain resilient against possible criticism.	
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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.