



Job Title: Planning Manager

Attributes	Essential	Desirable
Experience	<ul style="list-style-type: none"> ▪ General experience of planning activities. ▪ Significant experience of office management ▪ Staff supervision, systems and processes ▪ Workload planning, prioritisation and allocation 	Experience of collaborative/partnership working.
Education, Qualifications & Training	<ul style="list-style-type: none"> ▪ You will be educated to SCQF level 7. For example, Advanced Higher, Higher National Certificate (HNC), Professional Development Award, Certificate of Higher Education, Modern Apprenticeship, SVQ or have relevant skills and experience in planning management. ▪ You will be committed to your own Continuous Professional Development (CPD). 	
Skills & Knowledge	<ul style="list-style-type: none"> ▪ The ability to communicate effectively, both verbally and in written form. ▪ The ability to undertake performance and information analysis in order to formulate and implement strategies and actions effectively. ▪ Capable of challenging current thinking in a positive and constructive way to develop new and innovative approaches to planning and improvement. ▪ Ability to translate plans into action. ▪ Effective negotiating and influencing skills ▪ Demonstrate a broad level of knowledge of working within inspection/regulation of care and associated IT systems. ▪ Demonstrate understanding of equality and diversity. ▪ IT literate, demonstrating experience of IT systems and processes, using the most effective methods to communicate and manage information. 	Understanding of project management

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 staff. ▪ To effectively deploy staff and other resources to achieve corporate aims, objectives and targets. ▪ Ability to ensure that the planning function conducts itself in accordance with the highest standards of integrity, probity and openness through the implementation of robust corporate governance. 	Demonstrates experience of delivering change and improvement at an operational level.
Management of Resources	<ul style="list-style-type: none"> ▪ Ability to bring together the overall work of a team of staff and involve team members in decision-making. ▪ Manage resources and budgets effectively and in accordance with Care Inspectorate's corporate aims and objectives. ▪ Delegates effectively to others. ▪ Identifying skills and experience of individual staff and making the best use of resources. ▪ The ability to adopt a flexible approach to competing priorities and changing circumstances and encourages and supports others to do so. ▪ Ability to drive continuous improvement ▪ Applies rules and procedures sensibly. 	
Effective Communication	<ul style="list-style-type: none"> ▪ Articulate and positive communicator both in verbal and written communication skills. ▪ Ability to express ideas clearly and concisely and adapt communication to suit different situations. ▪ Ability to form constructive relationships with managers and staff at all levels of the organisation. ▪ Ability to communicate effectively with external stakeholders and manage partnership arrangements effectively to secure positive outcomes/key deliverables. 	Good public speaking skills with ability to represent the Care Inspectorate at conferences, events.
Impact & Influence	<ul style="list-style-type: none"> ▪ Demonstrates ability to influence at all levels. ▪ Demonstrable ability of promoting, leading and implementing strategies and change programmes. ▪ 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.

Key Performance Outcomes	Essential	Desirable
Objective Decision Making	<ul style="list-style-type: none"> ▪ The ability to assist the Chief Inspector to develop strategies and action plans with others, in line with corporate aims and objectives. ▪ Demonstrates an analytical and systematic approach to problem solving. ▪ Ability to make appropriate and realistic judgments, based on relevant, up to date and verifiable information ▪ Ensures that team members have appropriate support, resources and authority levels to make decisions quickly and effectively. ▪ Encourages and supports devolved decisions-making. ▪ Considers the Care Inspectorate's strategic vision, corporate aims and objectives and values in leading and managing others ▪ Ability to take responsibility for difficult decisions and to remain resilient against possible criticism. 	