

Job Description

Improvement, Standards and Engagement Team Assistant



Reports to: Engagement and Communications Manager

Location: Edinburgh

Job purpose: Provide team support to the Improvement Standards and Engagement (ISE) Team.

AREA OF WORK	COMMITMENTS/ RESPONSIBILITIES	DUTIES	COMPETENCY
TEAM SUPPORT	Contributing to the effectiveness and success of the team	<ul style="list-style-type: none"> Managing all shared team email inboxes, including responding to and distributing emails to relevant team members as required. Manage, update and collate the recommendations and feedback database Providing support to the Engagement and Communications Officers, including: <ul style="list-style-type: none"> website support (uploading documents, editing and creating webpages and editing forms); maintaining up-to-date records of SPSO publications; monitoring technical issues with online complaint forms; acknowledge, record and pass on media enquiries to Officers; and fulfil communications requests, as appropriate. Supporting the production and delivery of the monthly published summary of cases: <ul style="list-style-type: none"> editing summaries, sending alerts and circulating to bodies under jurisdiction. Providing administrative support to other ISE team members as required. Organising team meetings and providing 	<p>Working together and valuing difference.</p> <p>Planning and organising.</p> <p>Effectively communicating and managing relationships.</p>

		<p>administrative support to meetings.</p> <ul style="list-style-type: none"> • Administrative support for internal and external meetings, training, events and conferences, including: <ul style="list-style-type: none"> ○ coordinating diaries ○ managing delegate bookings ○ managing payments with finance ○ sending agenda, joining instructions and minutes ○ responding to enquiries ○ following up with participants post event as required • Monthly checking and recording of complaint decision letters on behalf of ISE Officers. • Provide technical support for the team on the file management system and complaints management system. • Maintaining mailing lists and distributing regular publications. • Ensuring stationery, SPSO publications, and other supplies are well stocked. • Collating positive feedback from SPSO staff. 	
ADMINISTRATIVE SUPPORT	Providing a timely, efficient support service to the team, including the Head of Improvements, Standards and Engagement (HoISE).	<ul style="list-style-type: none"> • Assisting with team HR, including checking monthly flexi- sheets. • Answering the 0800 line and directing to correct officer • Assisting to prepare and disseminate documents, guidance notes and staff information as required. • Organising meetings on behalf of HoISE and providing administrative support to meetings. • Preparing for external events. • Managing telephone calls; taking messages and acting on them as appropriate. • Organising travel and accommodation arrangements as required. • Provide and manage contact with the ICSCR through the connect workspace. • Ensure CSC decisions are uploaded and CSC cases are kept up to date. 	<p>Planning and organising</p> <p>Service delivery</p>

		<ul style="list-style-type: none"> • Keep CSC templates up to date • Collate and share reports on different subjects from internal case management systems as required • Record team progress against business plan objectives. 	
OFFICE SUPPORT	Contributing to the efficiency of the whole office	<ul style="list-style-type: none"> • Assisting with general office duties including filing, putting away deliveries, ordering stationery and supplies, booking meetings and preparing rooms for meetings. • Building strong working relationships across SPSO. • Promoting equality and diversity as appropriate. • Design, development and delivery of internal communications newsletter <ul style="list-style-type: none"> ○ Collect, edit and organise content on a range of topics 	<p>Effectively communicating and managing relationships</p> <p>Planning and organising</p> <p>Working together and valuing difference</p>
PEOPLE DEVELOPMENT	Managing your own performance and development and taking responsibility for supporting the development of others	<ul style="list-style-type: none"> • Working with ECM to agree and meet clear individual objectives. • Taking responsibility for developing own skills, knowledge and competencies through internal performance management process. • Providing guidance, support and coaching to colleagues. • Sharing knowledge and experience informally and through formal knowledge sharing channels. 	<p>Planning and organising</p> <p>Developing self and others</p>
STRATEGY	Seeking to understand and contribute to organisation goals in line with the overall objective of improving complaints handling	<ul style="list-style-type: none"> • Demonstrating awareness of strategic objectives of the organisation and using knowledge to inform actions. • Demonstrating awareness of children's rights and the SPSO's work on child friendly complaints to inform actions. • Taking responsibility for ad-hoc team initiatives as agreed with the ECM. 	Being open and adaptable