

Patient Safety Commissioner for Scotland

Job Description Executive Director of Patient Safety Investigations

Reporting to: Patient Safety Commissioner for Scotland

Location: Edinburgh

Job Purpose: Executive Director of Patient Safety Investigations will provide senior strategic leadership and oversight of all investigative, reporting, and operational functions of the Office of the Patient Safety Commissioner (PSC). Reporting directly to the Commissioner, the post-holder will act as a principal advisor, ensuring the organisation's investigative work, reports, and recommendations are rigorous, credible, and drive systemic learning and improvement in patient safety across Scotland's health and social care system. The role carries corporate-level responsibility for strategy, resources, people leadership, and organisational readiness for change. It combines significant investigative authority with executive management responsibilities, ensuring the PSC's Office delivers high-quality outputs to the Scottish Parliament, patients, families, and stakeholders.

AREA OF WORK	COMMITMENTS/RESPONSIBILITIES	DUTIES	COMPETENCY
Strategic Leadership	Lead the development and delivery of strategic objectives, ensuring the organisation anticipates risks, responds to emerging issues, and remains prepared for change.	• Work with the Commissioner and lead the team to set and deliver the organisation's strategic objectives, business plans, and performance targets. • Anticipate emerging patient safety risks and advise on proactive system-wide responses. • Contribute to external policy consultations and represent the PSC in national forums. • Ensure organisational readiness for change through strategic planning and continuous improvement.	Strategic Leadership Managing Change

Investigations and Reporting	Direct and assure all major investigations, oversee evidence gathering and analysis, and deliver authoritative reports and recommendations to Parliament and stakeholders.	• Lead, direct, and assure all major investigations into patient safety concerns, ensuring methodologies are robust, transparent, and aligned with best practice. • Oversee the gathering, analysis, and interpretation of complex information from patients, families, clinicians, regulators, and healthcare organisations. • Approve and oversee the production of authoritative reports and recommendations for Parliament, ensuring clarity, independence, and impact. • Track the implementation and effectiveness of recommendations, embedding system learning into policy and practice. • Support the Commissioner in presenting findings at parliamentary committees, stakeholder meetings, and public forums.	Investigative practice – research, analysis and decision-making Communication and influence Professional expertise
-------------------------------------	---	--	--

Operational and Resource Management	Oversee day-to-day operational delivery, manage budgets and resources at corporate level, and implement systems of assurance to monitor performance and outcomes.	• Exercise corporate responsibility for the effective use of financial and people resources, ensuring value for money and sustainability. • Oversee operational management of investigations and complaints handling teams, ensuring efficiency, high performance, and adherence to quality standards. • Implement systems of assurance to monitor key performance indicators, service standards, and organisational outputs. • Lead on the development and refinement of investigative policies, procedures, and quality standards.	Driving performance and standards
People Leadership	Set organisational objectives, lead senior managers, manage final-stage staff matters, and ensure effective recruitment, development, and retention of talent.	• Provide visible, values-based leadership across the organisation, fostering a culture of integrity, rigour, and continuous improvement. • Set and manage organisational objectives, ensuring accountability for delivery at all levels. • Oversee recruitment, development, and retention of high-calibre staff across investigations and complaints teams. • Take final-stage responsibility for performance, conduct, or attendance matters where appropriate. • Champion diversity, inclusion, and staff wellbeing across the organisation.	Managing People Communication and influence Collaboration and stakeholder engagement

Stakeholder Engagement and Representation	Represent the PSC externally, maintain partnerships with NHS, private health care providers, regulators, and advocacy groups, and ensure findings and recommendations are understood and acted upon across the system.	• Develop and maintain constructive relationships with NHS Scotland, private health care providers, regulators, professional bodies, and patient advocacy groups. • Represent the PSC internally and externally, raising awareness of investigations, findings, and best practice in patient safety. • Act as a key ambassador for the Commissioner's Office in Scotland and the UK.	Communication and influence Collaboration and stakeholder engagement
Governance and risk management		• Ensuring standards of good governance are maintained and risk management mechanisms are appropriate, proportionate, in line with recognised good practice, and applied effectively in practice to give high levels of assurance. • Responsible for information governance, including records management planning, policies and procedures and as an escalation point for freedom of information and subject access requests • Driving the development and delivery of internal and external audit programmes to give assurance on effectiveness of governance and processes. • Acting as the lead for Business Continuity, including ensuring plans are regularly reviewed and updated in light of changing	Strategic Leadership Professional expertise

		risks and taking the role of Coordinator in the event of a major incident.	
Finance, budgeting and audit		• Developing financial plans and budget applications that are aligned to and support strategic plans and in year requirements, liaising with funding providers to ensure efficient and effective resource management. • Managing associated budgeting, accounting and procurement activities. • Ensuring PSC complies with its statutory regulations to achieve compliance with the Scottish Public Sector Finance Manual particularly in relation to efficiency, effectiveness, impact and value for money.	Strategic Leadership Professional expertise