

Patient Safety Commissioner for Scotland

Person Specification Executive Director of Patient Safety Investigations

Knowledge, Skills, Experience	Essential	Desirable
Qualifications	Postgraduate qualification at SCQF Level 11 or above or equivalent experience (e.g. MSc, MRes, MBA, MPH, or equivalent in health policy, healthcare management, clinical medicine and nursing, or patient safety)	Clinical qualification and/or senior healthcare leadership experience.
Industry Experience	A minimum of two years' experience in a leadership capacity with responsibility for the following: Investigative Expertise: Proven experience leading complex investigations, inquiries, or policy reviews in healthcare, regulation, or public service. Strategic Leadership: Demonstrated ability to influence system-level change, develop strategic responses, and lead organisational improvement. Decision-Making: Experience exercising final decision-making authority with significant organisational impact over the longer term. Resource Management: Significant financial management experience at corporate or programme level, including accountability for budgets and people resources. Communication Skills: Exceptional influencing, negotiation, and presentation skills, with a track record of delivering high-profile outputs to senior stakeholders. Leadership Skills: Extensive people management experience, including setting organisational objectives, performance management, and culture-building.	Experience producing high-profile public reports or inquiries. Direct experience working with patients, families, or advocacy groups on sensitive safety issues.
Specialist Knowledge	Extensive knowledge of the Scottish health and social care system, including governance, regulation, and patient safety frameworks.	Knowledge and understanding of governmental and parliamentary systems.
Technical Skills	Competent IT skills with experience of emailing, word processing, statistical data and analysis, video conferencing and case management systems.	

Job Holder Competencies	
Strategic Leadership	Demonstrates the ability to set vision and align organisational objectives with national patient safety priorities. • Communicates and enthuses team to achieve strategic vision • Sets relevant timely strategic objectives • Assesses environment and spots opportunities • Evaluates, monitors and controls strategic and operational risks, using the appropriate framework to apply a systematic approach to minimise the impact and proportionately control risks • Ensures organisation capability to achieve • Shows people link between individual and organisation objectives • Provides role model for success
Managing change	Influences system-level change by identifying opportunities, adapting to evolving needs, and embedding change across the organisation. • Tries hard to gather information to have an overview. Spots opportunities for continuous improvement in line with strategy • Is adaptable and willing to try new ways of working in response to changing needs Communicates reasons for change and describes what it will look like • Oversees change, anticipating problems, securing ownership and commitment • Supports and drives implementation, project managing and sustaining momentum • Ensures changes are stabilized, integrated and evaluated to achieve success • Manages the complexity of change, and is comfortable working with ambiguity • Recognises, understands and manages change resistance
Managing people	Provides visible, values-based leadership, motivating and developing staff while fostering a culture of integrity, inclusion, and high performance. • Creates and communicates links between strategy and individual/team goals • Gives clear directions with clear measures of performance • Addresses individual development needs appropriately • Sets relevant timely objectives for all • Delegates appropriately • Tailors approach to match individual and task • Works hard to remove blocks to effective working for others • Encourages ownership of tasks and values different contributions • Communicates on a timely basis to share information and to listen to ideas • Personally responsible for building up own experience and filling knowledge gaps • Shows determination to develop self by seeking new challenges/stretching goals • Embraces constructive feedback and challenges others thinking
Driving performance and standards	Exercises strong organisational management and financial acumen, ensuring efficiency, quality, and sustainability across services. • Understands performance standards and uses them to measure performance • Regularly reviews structures, processes and resources issues that impact on organisational performance. Implements improvement initiatives

	• Continually reviews and develops quality assurance procedures and service standards • Promotes a positive image of the organisation's work, meeting standards and commitments • Works hard to understand/empathize with stakeholders and communicate our goals • Gives service delivery priority when making decisions and improvements
Investigative practice – research, analysis and decision-making	Applies advanced investigative, analytical, and judgement skills to transform complex information into clear, credible findings. • Weighs up evidence to reach supportable conclusions • Demonstrates a clear and logical approach to analysing problems • Doesn't take things at face value and challenges assumptions as appropriate • Shows the ability to understand and interpret complex data • Recognises underlying issues in complex or unusual situations • Makes decisions using robust or justifiable methodologies
Communication and influence	Communicates with authority and influence, building trust and maintaining constructive relationships with diverse stakeholders. • Tailors communication method and style to suit audience. Uses plain language • Listens actively and checks for clarification and understanding • Shows respect and empathy for others view point. Expresses views calmly and constructively • Works hard to build & maintain networks that provide mutual benefit and support • Has maximum impact by considering audience agenda and presenting key points • Responds supports and co-operates with others • Shares knowledge, information and ideas openly • Shares responsibility for achieving team goals and works flexibly to achieve them
Collaboration and stakeholder engagement	Demonstrates skill in building trust and constructive relationships. Ability to work collaboratively within a small team and contribute to collective priorities. • Supports and co-operates with colleagues. • Shares information openly and readily. • Consistently acts towards others with integrity, professionalism, sensitivity and respect. • Treats others fairly, openly and consistently. • Shares responsibility for achieving team goals and works flexibly to achieve them.
Professional expertise	Upholds and promotes professional integrity by applying relevant standards, evaluating impact, and seeking innovative approaches to improve practice. • Has a full working knowledge of relevant standards, guidance and processes • Shows innovation in exploring the way we do things and looking at alternatives • Recognises when to research technical points and when to seek advice • Recognises impact of decisions and plans for consequences, identifies, notifies and manages risk in accordance with the relevant policies and procedures • Strives to uphold professional standards and set example to others

