

Patient Safety Commissioner for Scotland

Person Specification Policy and Investigations Officer

Knowledge, Skills, Experience	Essential	Desirable
Qualifications	Relevant professional qualification at SCQF level 6–9 or above or equivalent experience (e.g. Professional Development Award, diploma, or equivalent in health policy, law, social sciences, public administration, or a related field)	Clinical qualification and/or senior healthcare leadership experience.
Industry Experience	A minimum of two years' experience in health, policy, regulation, patient safety, investigations, advocacy, or a related area. Proven experience of conducting site-based investigations or inspections in healthcare, regulation or similar settings. Track record of producing high-quality reports and communicating findings to senior stakeholders. Experience of engaging and building trust with patients, families, advocacy groups and frontline professionals.	Experience producing high-profile public reports or inquiries. Direct experience working with patients, families, or advocacy groups on sensitive safety issues.
Specialist Knowledge	Advanced knowledge of patient safety legislation, regulation, or healthcare policy in Scotland/UK. Understanding of investigative and research methodologies. Knowledge of healthcare operations, including procedures, waiting list management, medication systems, and medical device use. Strong analytical skills, able to interpret and integrate complex information from multiple sources. Knowledge of data protection, confidentiality and ethical frameworks for handling sensitive information.	Knowledge and understanding of NHS 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	
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
Investigative practice – research, analysis and decision-making	Applies sound investigative practice and research skills. Interprets evidence to produce balanced, accurate conclusions. Demonstrated ability to make recommendations and decisions that shape policy and operational delivery. Comfortable exercising initiative within defined frameworks, escalating only in exceptional circumstances. • 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 cases. • Strong judgement in dealing with sensitive, ambiguous and politically complex issues. • Makes decisions autonomously using robust or justifiable methodologies.
Communication and influence	Demonstrates skill in persuading, negotiating, and conveying complex information effectively. • Highly developed communication, influencing and negotiation skills. Tailors communication method and style to suit audience. • Ability to explain complex investigative and policy findings clearly to non-expert audiences. Uses plain language and avoids jargon. Is articulate and communicates promptly and clearly. • Listens actively and checks for clarification and mutual understanding. • Skilled in managing sensitive conversations with patients, families and advocacy groups. Shows respect and empathy for others' view point. • Expresses disagreement or challenges views calmly, constructively and tactfully. • Works hard to build and maintain networks that provide mutual benefit and support.
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. Mentors colleagues as appropriate. • Takes a coaching approach to enable others to achieve their potential. • 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.

Planning and resource management	Prioritises a busy workload effectively, uses resources wisely. Ability to work independently, set priorities, and manage competing deadlines in a small, high-profile office. • Plans ahead, setting relevant, realistic goals. • Effectively balances competing priorities. • Routinely reviews targets/goals and takes appropriate action to ensure results are achieved. • Manages time economically and efficiently. • Anticipates, identifies and minimises problems. • Takes responsibility for identifying and actioning new initiatives. • Responds quickly and positively to change and encourages colleagues to do the same.
Integrity and Accountability	Works to high ethical standards and maintains independence. • Promotes and projects a positive image of the organisation. • Works hard to understand stakeholders' views and communicate our remit and responsibility. • Delivers on time and to the agreed level of quality. • Recommends improvements to enhance quality of service.
Adaptability	Demonstrated ability to design and adapt investigative and policy work plans to meet strategic goals • Takes responsibility for identifying and actioning new initiatives. • Responds quickly and positively to change and encourages colleagues to do the same.