

**CORPORATE SERVICES AND OPERATIONS MANAGER  
JOB DESCRIPTION**

<p><b>Reports to:</b> Executive Director  <b>Base location:</b> Edinburgh  <b>Job purpose:</b> To manage corporate services and operations management for the office of the Patient Safety Commissioner</p>			
AREA OF WORK	COMMITMENTS/ RESPONSIBILITIES	DUTIES	COMPETENCY
FINANCE	To effectively manage and monitor implementation of financial procedures.	<ul style="list-style-type: none"> <li>- Support shared service finance colleagues to process invoices and payments on behalf of the organisation, in line with agreed finance procedures</li> <li>- Manage and control expenditure within agreed budget (e.g. monthly drawdown).</li> <li>- Manage office procurement</li> <li>- Liaise with Accountant on monthly and end of year basis.</li> <li>- Assist the Executive Director with budget and resource planning.</li> <li>- Ensure the appropriate good governance policies, process and guidance are in place and adhered to</li> </ul>	<ul style="list-style-type: none"> <li>- Professional expertise</li> <li>- Communication and influence</li> <li>- Collaboration and stakeholder engagement</li> </ul>
AUDIT	Planning, preparing and publishing annual accounts and implementing audit recommendations.	<ul style="list-style-type: none"> <li>- Liaise with external auditors on an annual basis to plan annual audit.</li> <li>- Ensure smooth auditing process and preparation of final accounts</li> <li>- Coordinate the publication of the audit report and accounts</li> <li>- Plan, manage and implement the internal audit process with auditors.</li> </ul>	<ul style="list-style-type: none"> <li>- Professional expertise</li> <li>- Planning and resource management</li> <li>- Adaptability</li> </ul>
BUSINESS PLANNING	To support the Executive Director in the annual	<ul style="list-style-type: none"> <li>- Support the Executive Director in the preparation of the annual business plan.</li> </ul>	<ul style="list-style-type: none"> <li>- Professional expertise</li> </ul>

	Business Planning process.	<ul style="list-style-type: none"> <li>- Support the Executive Director in the development and preparation of the strategic plan</li> <li>- Contribution to thematic reports and annual report for Scottish Parliament</li> <li>- Monitor the progress against performance measures.</li> <li>- Provide timely management reports.</li> </ul>	<ul style="list-style-type: none"> <li>- Planning and resource management</li> </ul>
RISK & AUDIT	To support the work of the Audit and Advisory Board (AAB).	<ul style="list-style-type: none"> <li>- Review annually and maintain the risk register and report progress against remedial actions.</li> <li>- Maintain official document control procedures.</li> <li>- Review and update governance and policy documents.</li> </ul>	<ul style="list-style-type: none"> <li>- Planning and resource management</li> <li>- Communication and influence</li> <li>- Collaboration and stakeholder engagement</li> </ul>
OFFICE MANAGEMENT	To ensure back-office administration and facilities services are delivered effectively	<ul style="list-style-type: none"> <li>- Ensure administration requirements of the PSC office are met.</li> <li>- Oversee the general management of the office and the implementation of associated policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>- Planning and resource management</li> <li>- Communication and influence</li> <li>- Collaboration and stakeholder engagement</li> </ul>
INFORMATION, COMMUNICATIONS TECHNOLOGY (ICT)	To ensure that ICT services are running effectively.	<ul style="list-style-type: none"> <li>- Manage and support the Information systems with the provision of ICT services to the office and be a point of contact on-site for service providers.</li> <li>- Maintain and develop the PSC website.</li> </ul>	<ul style="list-style-type: none"> <li>- Professional expertise</li> </ul>
INFORMATION GOVERNANCE	To effectively supervise and monitor the compendium production process including improvements.	<ul style="list-style-type: none"> <li>- Manage the governance of information systems in the management of records and the creation and implementation of associated policies and procedures.</li> <li>- Oversee data protection freedom of information and managing data systems</li> </ul>	<ul style="list-style-type: none"> <li>- Professional expertise</li> <li>- Integrity and accountability</li> </ul>
SECRETARIAT	To provide a confidential, pro-active, and timely secretariat support service	<ul style="list-style-type: none"> <li>- Support the Executive Director and Patient Safety Commissioner's schedule and all practical arrangements required.</li> </ul>	<ul style="list-style-type: none"> <li>- Planning and resource management</li> </ul>

	to the Executive Director and Patient Safety Commissioner	<ul style="list-style-type: none"> <li>- Support the Executive Director and Patient Safety Commissioner in organising internal and external meetings.</li> <li>- Provide administrative support to the Executive Director and Patient Safety Commissioner</li> <li>- Act as a first point of contact for service complaints.</li> <li>- Organise, prepare agendas/papers and take the minutes/actions or notes for senior meetings hosted by the PSC office if required.</li> </ul>	<ul style="list-style-type: none"> <li>- Communication and influence</li> </ul>
PROJECT & CHANGE MANAGEMENT	To highlight and, as appropriate, carry out ad-hoc projects to improve the efficiency and effectiveness of SPSO	<p>Work with the Executive Director to: -</p> <ul style="list-style-type: none"> <li>- Assist with the provision of information in respect of objectives, estimates and expenditure associated with the delivery of the PSC Business Plan.</li> <li>- Draft project reports and other papers on behalf of the Executive Director.</li> <li>- Maintain all project files associated with the SPSO Business Plan and other change activities.</li> <li>- Lead and co-ordinate specific projects as requested.</li> </ul>	<ul style="list-style-type: none"> <li>- Adaptability</li> <li>- Collaboration and stakeholder engagement</li> <li>- Integrity and accountability</li> </ul>