

Job Description

Improvement, Standards and Engagement Team Assistant

Reports to:	ISE Team Manager (Engagement and Communications)
Location:	Edinburgh
Job purpose:	Provide team support to the Improvement Standards and Engagement 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 • Administrative support for Child Friendly Complaints work, including <ul style="list-style-type: none"> ○ acknowledging and responding to stakeholder communication; ○ supporting engagement workshops; ○ acknowledging and collating consultation responses. • Providing support to the Engagement and Communications team, including: <ul style="list-style-type: none"> ○ uploading regular reports to the website; ○ maintaining up-to-date records of SPSO publications; ○ monitoring technical issues with online complaint forms; ○ preparing quarterly social media and press reports for the Leadership Team. • Providing administrative support to other ISE team members as required. • Organising team meetings and providing administrative support to meetings. • Administrative support for internal and external meetings, events and conferences, including: <ul style="list-style-type: none"> ○ coordinating diaries; ○ managing delegate bookings; 	<p>Working together and valuing difference.</p> <p>Planning and organising.</p> <p>Effectively communicating and managing relationships.</p>

		<ul style="list-style-type: none"> ○ sending agenda and minutes; ○ responding to enquiries. ● Monthly checking and recording of complaint decision letters on behalf of ISE Officers. ● Answering the 0800 line and directing to correct officer ● 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. 	
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. ● 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>
OFFICE SUPPORT	Contributing to the efficiency of the whole office	<p>Assisting with general office duties including filing, putting away deliveries, ordering stationary and supplies, booking meetings and preparing rooms for meetings.</p> <ul style="list-style-type: none"> ● Building strong working relationships across SPSO. ● Promoting equality and diversity as appropriate. 	<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