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| Job Title | Regulatory Leadership Support Senior Administrator |
| Job Purpose | To provide high quality, effective enabling administrative support for Regulatory Leadership including responding to planned and reactive requests.  The role will operate with minimal supervision, making decisions within agreed parameters and delivering within timescales. |
| Accountabilities | * Contribute to a high-performance culture, taking personal responsibility for achieving individual targets, team service levels and assurance a high quality of work. Understand how your role contributes to the wider goals of Regulatory Leadership and the organisation * Provide support for key Regulatory Leadership regional and national meetings; such as quality and risk panels and some team meetings, including arranging dates and venues, preparation of materials and recording appropriate notes/actions in line with governance arrangements. Travel may be required. * Develop and maintain strong and effective working relationships within area of responsibility. * Act as dedicated point of contact to ensure escalation of risks or issues to senior managers as required. * Ensure appropriate representation at national and regional meetings, escalating any risk to management in appropriate time scales. * Support Regulatory Leadership to monitor and improve adherence to CQC policies * Support the effective monitoring of team performance information to ensure appropriate escalation of risks and concerns. * Support the effective monitoring of Regulatory Leadership risk management and Management Assurance processes. * Collate and produce regular reports to managers on designated activity including collection and collation of team level data to enable effective briefing / reporting to management. * Cross working with Team Personal Assistant network to ensure adequate and appropriate support provision for senior managers * Undertake all mandatory and other identified training to support own development. * Actively contribute to Performance Management and Review process by ensuring participation in performance conversations and completion of appropriate documentation. * Demonstrate application of CQC Values and Behaviours in all interactions, raising awareness and improving practice in respect of Equality and Diversity and promotion of Human Rights within the workplace. * All duties commensurate with your role and responsibilities |
| Specific skills and experience | **Essential**   * Educated to A-level or equivalent qualification level, or ability to demonstrate appropriate operational experience * Excellent communication and stakeholder management skills. * Proactive in approach, able to work collaboratively across teams and respond flexibly to directorate demands and priority needs. * Strong organisational skills, able to manage conflicting demands to meet deadlines. * Able to work without close supervision, plan and deliver own workload. * Support planning, work allocation and prioritisation of activity on behalf of team members. * Able to capture accurate information in a fast-paced environment, such as actions/decisions in high level meetings * Able to work accurately and deliver high quality outputs within agreed timescales * Excellent IT skills particularly in the use of Word, Excel, PowerPoint and Outlook. * Experience of using management information systems, collating and presenting information in a variety of formats to suit audience.   **Desirable**   * Ability to generate original ideas and develop practical solutions * Has knowledge and understanding of CQCs role within the health and social care environment |
| **Values & Behaviour**  Excellence  In my work for CQC:   * I set high standards for myself and others, and take accountability for results * I am ambitious to improve and innovate * I encourage improvement through continuous learning, * I make best use of people’s time, and recognise the valuable contribution of others   Caring  In my work for CQC:   * I am committed to making a positive difference to people’s lives * I treat everyone with dignity and respect * I am thoughtful and listen to others * I actively support the well-being of others   Integrity  In my work for CQC:   * I ensure my actions reflect my words * I am fair and open to challenge and have the courage to challenge others * I positively contribute to building trust with the public, colleagues and partners   Teamwork  In my work for CQC:   * I provide high support and high challenge for my colleagues * I understand the impact my work has on others and how their work affects me * I recognise that we can’t do this alone * I am adaptable to the changing needs of others | |