Job Description: Shared Services Business Partner

Terms of Contract: Full time
Location: Edinburgh, with travel across Care Support Scotland services as required
Accountable to: Head of Corporate Services (subject to confirmation of final reporting structure)
Line Management Responsibility: IT & Digital Systems Officer; Learning & Practice Development Officer; Corporate Services Officer, and any other designated Shared Services posts
Salary: £45,000 Per Annum

Role of the Shared Services Business Partner

To lead and coordinate the effective delivery of shared services across Care Support Scotland, ensuring that digital systems, learning and practice development, corporate support and organisational quality assurance work together to enable safe, efficient and high-quality social care.

The post holder will provide direct line management to the shared services team, set clear priorities and standards, and take an organisation-wide approach to governance, assurance, performance and continuous improvement. The role will work closely with Service Managers and senior leaders to strengthen systems and processes, address areas for improvement and ensure central functions respond effectively to operational needs.

The post holder will provide management oversight of the systems implementation and wider digital change programme, while the IT & Digital Systems Officer retains responsibility for technical delivery. Service Managers remain accountable for the safety, quality and day-to-day delivery of their individual services.

Responsibilities of the Shared Services Business Partner

Shared Services Leadership and Team Management

- Lead, line manage and develop the IT & Digital Systems Officer, Learning & Practice Development Officer and Corporate Services Officer, including supervision, performance review, workload planning and development.
- Set shared services priorities, delivery plans, service standards and performance measures aligned with organisational objectives and service needs.
- Ensure central functions operate collaboratively, respond promptly to operational requirements and provide consistent, professional support to colleagues and services.
- Monitor team performance, capacity, risks and resources; resolve issues and escalate significant concerns to the Head of Corporate Services.
- Lead improvements to shared services policies, workflows, documentation and cross-functional working arrangements.

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Quality Assurance, Compliance and Service Improvement

- Maintain and coordinate the organisational quality assurance framework, audit schedule, quality measures and improvement reporting in partnership with operational leaders.
- Oversee monitoring arrangements for support planning, record keeping, medication, health and safety, risk management and other relevant assurance requirements, with technical input from appropriate leads.
- Analyse audit findings, complaints, incidents, inspection outcomes and performance information to identify themes, emerging risks and priority actions.
- Monitor completion and effectiveness of organisational improvement actions, providing constructive challenge and escalation where standards are not being met.
- Support Care Inspectorate inspection preparedness, regulatory follow-up and the sharing of learning and good practice across services.
- Promote person-centred practice and continuous improvement, recognising that operational accountability remains with Service Managers.

Digital Transformation, Access Implementation and Systems Oversight

- Provide management oversight of the systems implementation programme, ensuring it aligns with service requirements, workforce needs, quality standards and agreed organisational priorities.
- Hold the IT & Digital Systems Officer accountable for technical planning, supplier coordination, data migration, integration, testing, readiness and post-implementation support.
- Coordinate with People and Culture, Finance, Service Managers and programme sponsors on change management, training, process redesign, risks, milestones and decisions.
- Ensure appropriate governance, stakeholder engagement, user adoption and benefits monitoring are in place throughout digital change.
- Oversee the continual improvement of organisational systems and reporting, ensuring technology reduces duplication and supports effective decision-making.

Learning and Practice Development

- Provide leadership and oversight of organisational learning and practice development activity, including induction, mandatory training coordination and ongoing professional development.
- Line manage the Learning & Practice Development Officer and ensure training plans, delivery and reporting respond to organisational and service priorities.
- Use quality assurance findings, regulatory feedback and identified practice gaps to inform learning priorities and improvement activity.
- Work with operational managers and People and Culture colleagues to monitor training compliance, development needs and the impact of learning.

Corporate Services, Governance and Business Support

- Oversee the Corporate Services Officer in the coordination of governance administration, Board and committee support, central records, organisational communications and corporate activity.
- Provide management oversight of procurement coordination, supplier information, facilities liaison and corporate administration within agreed delegated authorities.
- Ensure policy and document management processes, review schedules and version control arrangements are effective and consistently applied.
- Coordinate business continuity planning and organisational information gathering with accountable senior colleagues and relevant service leads.
- Support corporate reporting, stakeholder engagement, bid and funding administration where these activities fall within the team's remit.

Performance, Risk and Organisational Reporting

- Develop concise shared services and quality assurance reports for the Senior Leadership Team and Board committees as required.
- Monitor service standards, audit actions, project milestones, training measures and corporate support performance, highlighting trends and corrective actions.
- Contribute to organisational risk management, information governance and financial planning, escalating material risks and proposed investment decisions appropriately.
- Work across departments to ensure reporting is reliable, timely, proportionate and useful for management oversight.

Joint Working

- Work collaboratively with the Shared Services team, Senior Leadership Team, Service Managers, People and Culture, Finance and Quality and Compliance colleagues.
- Build productive relationships with external IT support providers and software suppliers, holding them accountable for agreed service standards.
- Engage with services to understand operational requirements and ensure solutions are proportionate, accessible and practical for frontline staff.

General Responsibilities

- Demonstrate a commitment to person-centred practice, equality, diversity and inclusion.
- Maintain confidentiality and ensure information is handled appropriately in accordance with organisational policies and procedures.
- Work flexibly across Care Support Scotland services and offices as required.
- Undertake other duties appropriate to the responsibilities and seniority of the role.

Diversity

- Represent and protect diversity through valuing everyone's contribution, integrating diversity into all aspects of work and promoting equality and inclusion.

Self Management

- Demonstrate values-led leadership and take personal accountability for professional conduct, decisions and performance.
- Abide by the Health and Social Care Standards, SSSC Codes of Practice and relevant organisational policies and procedures.
- Take responsibility for continuing professional development and maintaining knowledge relevant to the role.
- Be aware of health and safety requirements and take responsibility for personal safety and that of others.
- Apply Care Support Scotland's values of Respect, Compassion and Thrive to all aspects of work.
- Undertake additional duties reasonably expected of someone at this grade.

This job description is not an exhaustive list of tasks.

Person Specification

Essential

- Substantial experience leading and developing staff, including supervision, performance management and setting team objectives.
- Experience coordinating multiple business support, corporate services, operational improvement or shared services functions.
- Demonstrable knowledge of quality assurance, audit, governance, compliance and continuous improvement in a regulated or service-based environment.
- Experience managing cross-functional projects, change programmes or significant systems and process improvements.
- Ability to interpret performance data, monitor risks and present clear recommendations to senior managers.
- Strong understanding of information governance, confidentiality and proportionate organisational controls.
- Excellent stakeholder engagement, communication, planning, influencing and problem-solving skills.
- Confident using Microsoft 365 and organisational systems, with the ability to oversee technical specialists without being the technical lead.
- Commitment to person-centred services and Care Support Scotland’s organisational values.

Desirable

- Relevant qualification in leadership, management, business administration, quality assurance or health and social care, or equivalent experience.
- Experience in Scottish adult social care, housing support, health or the third sector, including knowledge of the Care Inspectorate framework.
- Experience coordinating regulatory inspections and organisational improvement plans.
- Experience overseeing learning and practice development or corporate governance services.
- Experience overseeing implementation of integrated HR, rostering, payroll, finance or care management systems, including Access.
- Knowledge of supplier management, business continuity and organisational reporting.

Please note:

It is Care Support Scotland's policy to encourage the personal development of staff. Care Support Scotland will support staff in line with the requirements of the job and the responsibilities of Care Support Scotland.

You will attend statutorily required training and have access to training appropriate to the specialist requirements of the role and your personal development.

You will receive regular and responsive supervision from your line manager.