Inspector Job Description

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<th>Job position:</th>
<th>Position grade:</th>
<th>Reports to:</th>
<th>Direct reports:</th>
<th>Total reports:</th>
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<tr>
<td>Inspector</td>
<td>B</td>
<td>Inspection manager</td>
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Summary of role scope

- Inspects and regulates services to make sure they are safe, effective, responsive, caring and well led
- Responsible for the ongoing monitoring of allocated portfolios and ensures records are regularly updated
- Effectively plans all inspections using Key Lines of Enquiry
- Undertakes inspections across the relevant geographical area
- Maintains an audit trail of key records and information on a regular basis
- Works closely with the regional colleagues but also acts autonomously
- Builds and maintains strong working relationships with stakeholders both internally and externally
- Demonstrates and embeds CQC Vision, Objectives and Values

Responsibilities/Accountabilities:

- Maintains overall responsibility for the relevant inspection directorate and other provider relationships to deliver service improvement
- Develops an individual inspection plan which details activities, timelines and priorities and ensures capacity to schedule the required responsive and planned inspections
- Delivers individual workload as well as working flexibly as part of a team, undertaking tasks as required
- Ensures appropriate agreed methodologies are followed
- Assesses and analyses information received from a variety of channels e.g. people who use services, providers, whistle blowing, safe-guarding etc. to help determine relevant actions required
- Delivers a risk based inspection programme which is informed by and then feeds into the team and regional risk register
- Manages portfolio and ensures issues and risks are escalated to the Inspection Manager as appropriate
- Updates the relevant systems to ensure records are maintained and an audit trail is recorded
- Uses autonomy appropriately to assure safety and quality of regulated providers
- Liaises and engages with a wide range of people that use the service
### Key working relationships/interactions:

**Internal**
- Inspection Managers
- Team members
- Regional team
- Specialist advisors
- Expert by Experience
- Analysts

**External**
- Providers
- Registered managers
- Local authority commissioners
- CCG and QSG
- Local Authority Safeguarding teams
- Complainants
- People who use services
- Other professional bodies as appropriate

### Person specification:

#### Essential:
- Experience of using analytical information and robust evidence to inform decisions against a risk-based methodology and evidence gathering and synthesis
- IT literate with a thorough understanding of Microsoft Office packages and experience of using customer relationship management software
- Experience of working in a Health and/or Social Care background
- Experience of operating in a professional autonomous and risk based decision-
- Builds and maintains wider relationships to ensure knowledge and information is shared across internal and external stakeholders
- Ensures judgements and ratings are supported by corroborated evidence and analysis
- Takes enforcement action as appropriate, or escalates complex cases through a management review process
- Develops standard, plain English, high quality reports that answer core questions associated with safety, effectiveness, responsiveness, caring and well led
- Uses inspection tools and current methods for relevant sector as signposted in the Inspectors' Handbook
- Ensures individual Personal Development Plan is maintained and updated from discussion in regular line management meetings
- Actively contributes to Performance Development Reviews and completes the required documentation
- Maintains an understanding and awareness of CQC policies and procedures and ensures these are reflected in everyday practices
- Attends and contributes to all relevant meetings as appropriate to the role
- Attends mandatory and other training as required to support individual development
- Encourages a culture that values openness, honesty, rigour and challenge to embed the CQC values and behaviours
- Raises awareness and improves practice in respect of Equality and Diversity; challenges discrimination and promotes human rights in the workplace; internally for CQC and externally for people who use services
making environment
- Experience in managing conflict
- Experience of articulating coherent rationales for action, based upon robust, corroborated evidence
- Excellent communication skills, both written and oral and the ability to tailor information depending upon audience’s needs
- Stakeholder engagement skills and ability to build relationships with people at all levels of seniority

Desirable:
- Knowledge of the Health and Social Care Act 2012 and associated Regulations
- Understanding of the CQC judgment framework
- Knowledge of enforcement processes
- Experience of undertaking investigations
- Experience of working in a responsive, flexible and targeted way and able to work remotely