

Head of Support

Fixed term contract until 31 March 2024. Secondments will be considered.

Hours:	35 hours per week
Reports to:	Chief Operating Officer (until 30 September 2021)
Manages: The Support Team	Practice Support Lead Promise Design School Programme Lead Practice Support Partner Events and Administrative Officer
Salary:	Circa £60-65,000
Location:	Home Working Arrangements will be in place while Scottish Government restrictions remain in place. Office accommodation in central Edinburgh will be available from September (tbc). Flexible working arrangements will be considered.
Application Deadline:	Monday 9 th August – 1700h
Interview Date:	Monday 16 th August

Job Context

In October 2016, after meeting with and listening to children and young people in care, Scotland's First Minister announced, "an independent, root and branch review of the care system" to look at "the underpinning legislation, practices, culture and ethos".

The Independent Care Review's (Care Review) aim was to identify and deliver lasting change in Scotland's 'care system', leaving a legacy that will transform the wellbeing of infants, children and young people.

It began its work in February 2017 and concluded on 5 February 2020 with the publication of [seven reports](#). On the same day, in the Scottish Parliament, the First Minister [pledged to #KeepThePromise](#) a commitment that got the support of all political parties. Over 5,500 children and adults engaged with the Care Review and organisations, institutions, bodies, communities and groups all across Scotland also pledged to #KeepThePromise.

Between February 2020 and March 2021, due to COVID-19 restrictions, a small Promise Team was incubated within Scottish Government. During this time, its achievements included:

- Detailed and robust engagement with a wide range of organisations and others on the actions, identified in the Care Review, that are necessary for change and to deliver transformation of Scotland's 'care system'. This has also included detailed analysis of the responses from over 100 organisations on the work they are taking forward to #KeepThePromise.
- Appointed a 20 strong Oversight Board and met the commitment to ensure 50% representation on the Board of people with lived experience of Scotland's system of care.
- Produced [Plan 21-24](#) in March 2021.

On 1 April 2021, The Promise Scotland was established as a legal entity and operates independently of Scottish Government.

Following significant engagement with every children's services partnership and key national agencies, The Promise Scotland published [Change Programme ONE](#) on June 25 2021. This included 25 actions required to be delivered by March 2024 for **Plan 21-24** to be fully implemented and the goal of the promise being kept by 2030, and The Promise Scotland becoming obsolete. It also includes the support offers, which The Promise Scotland will lead to achieve the changes required.

Job Purpose – Head of Support

The Promise Scotland is committed to ensuring the Change Programmes maintain the focus required to #KeepThePromise, which requires all organisations to develop and implement proactive and dynamic approaches to engaging with infants, children, young people and their families for meaningful change is to be achieved and sustained.

The Promise Scotland will support organisations by facilitating innovative work that involves children and families in service redesign and improvement and identifying appropriate and diverse means of communication and engagement in pursuit of achieving change.

The Promise Scotland wishes to harness and support the people who are committed to #KeepThePromise and who want to lead the changes set out in Plan 21-24. They will include members of the workforce, volunteers or simply those citizens concerned to do what is right for children and young people. The Head of Support will lead the team in building a network of Communities of Interest, Promise Keepers and Ambassadors across Scotland to pursue local and national activity to #KeepThePromise.

The Promise Scotland has a range of partners from across the public, voluntary and private sectors. The Head of Support and the team will develop and support partnerships with shared goals and plans for achieving Plan 21-24.

The Head of Support will be a member of the Senior Leadership Team for The Promise Scotland. This currently consists of the Chair of the Oversight Board, Fiona Duncan, the Chief Operating Officer, Jackie Brock (until September 2021), the Head of Evidence, Claire Stuart, the Head of External Affairs, Mairi Clare Rodgers and the Head of Oversight, Fi McFarlane.

Role Specification

Thoughtful, determined and committed, you will have a deep understanding of the principles which underpinned the Independent Care Review and how the legacy of learning and acting on the experiences described of life in care or on the edges of care, must be honoured throughout The Promise Scotland's ambition to support the changes that must happen to #KeepThePromise by 2030.

You will be an experienced change leader who understands the challenges of complex cultural change and able to work alongside a diverse range of individuals and organisations to make change happen, with children, young people and families involved at all times. You will be an experienced team leader and programme manager. You will be comfortable with both leading and supporting others, internally and externally.

Main Activities

- To support a range of organisations that are planning and engaging actively in making changes in their approaches and practices to #KeepThePromise.
- To work closely with the Senior Leadership Team to plan, manage, develop and continuously improve the support and oversight provided by The Promise Scotland and as recorded in Plan 21-24 and the accompanying Change Programmes during this period.
- To collect and analyse engagement in support of The Promise Scotland commitment to 'join the dots', enabling focused and integrated plans and actions to achieve the necessary changes identified by Plan 21-24. To take a lead role for business planning purposes of the childhood and whole family support priority areas of change.
- In 2021-22, to achieve the implementation of a second phase of the Promise Design School programme; the Promise Ideas Bank; Communities of Interest; an information and support programme for Promise Keepers working to achieve changes within their organisation; and Ambassadors across Scotland to promote the aims of The Promise Scotland.

- To lead and manage an experienced team supporting their performance and development. Contributing to the overall management and leadership of The Promise Scotland team and identifying and leading improvements as required.
- To support the Promise Design School Manager and partners to actively engage children and families and stakeholders in service design, delivery and evaluations nationally and locally through the Promise Design school and other improvement approaches that embed listening to and acting on the commitment to #KeepThePromise.
- Along with each member of The Promise Scotland team, to model and support the values of listening, reflection, compassion, continuous improvement and understanding of the challenges involved in achieving change.

Essential Criteria

- Skilled at building strong, collaborative, relationships and influencing outcomes.
- Experience of working with or leading change in the children's sector and/or wider public services and of improvement and systems leadership.
- Experience of operating at a senior level and working collaboratively in a leadership team to plan, direct, support, challenge and lead performance and improvement.
- Experienced and skilled project management and reporting skills.
- Exceptional written, verbal and digital communication skills.
- Ability to absorb a wide range of complex information and develop solutions on both strategic and operational issues and have an ability to think analytically in the evaluation of competing needs.
- As a member of The Promise Scotland Senior Leadership Team, to take shared and collective responsibility for promoting the Care Review values and culture across the team and the Oversight Board; supporting and fostering a positive approach to learning, development and improvement.
- Excellent people management skills.
- Able to work proactively and with agility, to manage own workload and work flexibly to meet work demands and tight deadlines.
- An understanding of the political landscape in Scotland with particular insight into the challenges of public service reform and of engaging meaningfully those who need and use these services.
- Lived experience of the care system and/or a deep, demonstrable understanding of the principles established by the Care Review.

Working Conditions

Pending the move to a newly established office in central Edinburgh, The Promise Scotland will operate flexible working arrangements seeking to meet the needs of its individual team members while also able to fulfil the activities set out in Plan 21-24, within a positive and supportive team culture and environment.

As with each member of The Promise Scotland team, contracts of employment are fixed-term and offered until 31 March 2024 unless a shorter period is agreed or required.

Candidates with lived experience of care or candidates with a disability who meet the essential criteria outlined will be invited to interview.

Application

If you would like an application form, or to speak to a member of the team about this post, please email jobs@thepromise.scot.