

Join us to help improve the lives of disabled children and their families by becoming our next Head of Service Delivery



Job Title: Head of Service	Hours: 37 hours per week, 5 days a week, will require occasional weekend work
Location: Scotland based, hybrid working. Requirement to be at one of our sites 3 days a week	Grade: 7
	Salary: In region of £55,000 per annum

JOB PURPOSE

The Yard is an award-winning charity that runs adventure play services for disabled children, young people and their families in Scotland. Over the next two years we will expand into the west of Scotland and upgrade and increase our current facilities in Dundee. We will increase our support to children and young people by 50%. We are now seeking a Head of Services to lead and oversee this expansion while ensuring the quality of our existing services

In this role you will lead, guide and support our Service Managers to deliver these services providing advice, quality assurance and ensuring compliance with regulatory requirements and our own internal processes. As we move into the next stage of our development this is a great time to join The Yard and be instrumental in bring The Yard and all we can offer to more children and young people with disabilities.

ORGANISATIONAL STRUCTURE

Reports to CEO.

Will be part of the Executive delivering our 3 year strategy.

This post currently has line management responsibilities for 3 service managers likely to increase to 4

KEY RESPONSIBILITIES

- Leadership- Lead the operational delivery of our growth strategy through leadership and mentoring of service managers to deliver quality services for children, young people and their families and carers. Ensure the team is trained, motivated and aligned with The Yard's values and strategic priorities
- Quality Assurance- Implement and maintain rigorous quality assurance and compliance protocols to meet members' expectations and regulatory requirements
- Develop and implement an evaluation process ensuring we are delivering for all who use our services and continually reflect and apply our learning
- Compliance – stay current with all relevant policy and regulation requirements. Ensure our process and procedure are kept up to date and the team are trained as required
- Continuous Learning and Improvement- identify opportunities for service development, process improvements and efficiency enhancements. Working with Service Managers to implement across the organisation
- Resource Management (including budgets) – Efficiently allocate and manage resources to

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achieve targets while managing quality.

- Emergency Response & risk management – Working with colleagues, develop and implement emergency response plans and procedures to address unexpected situations ensuring the safety and wellbeing of colleagues and users of our services. Maintain the service delivery element of the Risk Register.
- Health and Safety. Work with the Office and Facilities manager to ensure health and safety understanding and compliance across all services.
- Relationship Management- Build external relationships to identify new learning, partnership opportunities and promote The Yard.

Implicit in this job description is the Scottish Social Services Council Code of Practice. This is to:

- Protect and promote the rights and interests of people who use services and carers
- Create and maintain the trust and confidence of people who use services and carers
- Promote the independence of people who use services whilst protecting them as far as possible from danger or harm
- Respect the rights of people who use services whilst striving to make sure that their behaviour does not harm themselves or other people
- Uphold public trust and confidence in social services
- Be accountable for the quality of my work and take responsibility for maintaining and improving my knowledge and skills

AUTHORITIES AND LIMITATIONS

Authority to purchase up to the limit of the delegated authority approved by the Board

KNOWLEDGE, SKILLS, QUALIFICATIONS, COMPETENCIES

Essential qualities and experience:

- Strong Leadership, communication and organisational skills
- Led a team of managers delivering services across multiple sites
- Ability to build effective working relationships and work collaboratively
- Excellent problem solving and decision making skills
- Compassion and dedication to providing high quality services
- Led major change programme
- Confident when managing rapidly developing situations
- Previous experience managing Care Inspectorate registered services
- Previous experience setting and working within an agreed budget
- Prepared and qualified to drive while on organisational business

Desirable qualities and experience:

- Developed new services to meet an identified need
- Previous experience working with external quality system. eg ISO9000

- Knowledge and understanding of third sector service delivery
- Developing play services and or working with children and young people with disabilities