



Job Title: Director of Service Delivery & Development

Location: Livingston, Scotland

Company: Care Support Scotland

Salary: £70,000 per annum + Benefits

Employment Type: Full-Time, Permanent, 36 Hours

Are you an inspiring leader with a passion for transforming services and making a lasting impact in the social care sector? Care Support Scotland is looking for a dynamic Director of Service Delivery & Development to shape our strategic direction and lead with purpose." We are looking for an inspiring individual to join our Senior Leadership Team as **Director of Service Delivery & Development**, guiding our strategic direction and ensuring top-quality service delivery. This is a unique opportunity to lead with purpose, shape our future, and leave a lasting impact in our organisation and the community.

At Care Support Scotland, we are dedicated to providing high-quality social care services that enhance the lives of those we support. As a forward-thinking and compassionate organisation, we champion a culture of inclusivity, collaboration, and innovation.

About the Role

Key Responsibilities:

- **Leadership & Management:** As a key member of the Senior Leadership Team, you will shape and drive our Services and Development Strategy, Business Plan, and Performance Management Framework. You'll ensure our teams are aligned with our organisational goals and regulatory requirements, fostering a culture of continuous improvement.
- **Safeguarding:** Lead our safeguarding efforts by ensuring policies and procedures are compliant, effective, and regularly updated. You'll create a culture where safeguarding is everyone's responsibility, ensuring that staff and volunteers are trained and supported to act appropriately.
- **Service Delivery:** Lead the development of a service delivery strategy that drives meaningful change, ensuring our services positively impact the lives of those we support and align with our vision for a stronger, more compassionate social care system. Ensure services are responsive to the needs of the people we support and that they are realistic, measurable, and regularly reviewed. You will oversee the management of budgets and resources to ensure financial sustainability and accountability.
- **Business Development:** Take ownership of our Business Development strategy, championing new funding and service delivery opportunities. Lead on bid management, ensuring high-

quality tender submissions and proposals, and work closely with the Head of Developments to manage contracts and secure long-term sustainability for the organisation.

- **Partnership Working:** Build and maintain strong relationships with a range of internal and external stakeholders. Representing the organisation at various levels, you will enhance its profile, collaborate on joint initiatives, and ensure stakeholder feedback informs service delivery.
- **Practice & Quality:** Ensure the organisation meets the highest standards of practice, with effective quality assurance systems in place. You'll oversee data collection and analysis to monitor service impact and drive improvements. You'll be responsible for compliance across all areas, including safeguarding, health and safety, and equality and diversity.
- **Strategic Planning & Organisational Leadership:** You'll help shape the strategic direction of the Organisation. You'll lead with compassion, collaboration, and accountability, fostering a culture aligned with our core values. You'll also promote a learning environment by prioritising continuous professional development, ensuring teams are supported in learning and reflection.

Your Benefits:

We offer an exceptional benefits package to ensure your personal and professional well-being:

- 33 days of annual leave, with additional leave as you grow with us
- A flexible hybrid working model to support work-life balance
- Matched employer pension contributions up to 6%, ensuring your future security
- Additional perks like a Season Ticket Loan, Employee Assistance Programme, Holiday Purchase Scheme, Cycle to work scheme and more

Why Join Us?

At Care Support Scotland, you will be part of a mission-driven organisation committed to making a meaningful impact in our communities. We offer a collaborative and supportive environment where your professional development is a priority, and you can lead transformative initiatives.

If you're a forward-thinking, values-driven leader ready to make a meaningful impact, we'd love to hear from you!

About you

We are looking for an accomplished strategic leader with proven experience in service delivery, development, and innovation within the social care sector.

Essential qualifications:

- SCQF Level 10 qualification in social care or directly related field that allows full registration with the SSSC within a manager level category (or equivalent level membership with another professional body that allows work within Social Care).
- Membership of, or willingness to be registered with, a professional body that allows work within Social Care.
- A recognised management qualification (SCQF level 10 or higher) or evidence of substantial management training and development that is in line with the learning outcomes of a management qualification.

Essential experience:

- Proven record of achievement in a senior, strategic service delivery role.
- Experience in achieving service outcomes within the context of appropriate financial constraints.
- Experience of formulating organisational policy and strategy on complex service issues.
- Comprehensive experience of business development, with evidence of success in securing new business and developing service delivery models.
- Thorough understanding of the workings of Health and Social Care Partnerships and IJBs, with evidence of nurturing relationships and influencing policy activity.
- Proven track record of leading change management within Services.
- Experience of mentoring and leading a diverse range of direct reports to achieve high performance results.
- Demonstrable experience of leading adult social care services in one of the following areas: (Older People, Learning Disability and Neurodiversity, Mental Health, Homelessness).
- Experience of working collaboratively and constructively with internal and external stakeholders, including Board members, regulators, funders, and partners.
- Commitment to the values and mission of Care Support Scotland, and to promoting equality, diversity and inclusion.

Desirable qualifications:

- SCQF Level 11 qualification in management and leadership or business administration
- SCQF Level 11 qualification in a specialism related to social care (e.g. Older People, Learning Disability, Neurodiversity, Mental Health, Homelessness).
- A project management qualification.

Desirable experience:

- Knowledge and understanding of business-related functions in an organisation, aiding the use of a shared language and understanding across services and business.



- Experience of organisation-wide change initiatives, working within a recognised change management methodology.

If you're a forward-thinking, values-driven leader who is ready to take on a strategic role that will shape the future of social care, we'd love to hear from you. Apply today and be part of a team making a tangible difference.