

# Service Manager Edinburgh

Join our mission to end youth homelessness in Scotland!

For over 30 years, we have been dedicated to **preventing youth homelessness** and supporting young people in building better futures.

Rock Trust aims to ensure that every young person in Scotland has access to **expert youth specific services** to assist them to avoid, survive, and move on from homelessness.

We work to ensure that **the public, policy makers, commissioners, and practitioners understand the issues**, make decisions, and take actions which will help us end youth homelessness.

LAST YEAR WE HELPED

**1,129**

young people avoid or move  
on **from homelessness**



*Kate Polson,*  
Rock Trust CEO

As well as providing routes away from homelessness and into secure housing options, we also support young people with their mental health, employability and independent living skills.

Every young person is different and no single version of support is appropriate for every person.

We want to prevent young people experiencing homelessness at all, but where this isn't possible, we're determined to make sure that any experiences of homelessness are brief and non-recurring.

## *What is it like to work at Rock Trust?*

Rock Trust is an ideal workplace for individuals who are looking to be inspired and motivated by their day-to-day work. Whatever your role, Rock Trust is a place for people to bring their true selves and build authentic, genuine relationships with co-workers, volunteers, partners, supporters, and young people.

# Safety Fairness Respect Positivity

These values exist for our staff, volunteers and the young people we work with. They underpin everything we do, including how we measure success and reflect on our work.

When we interview new potential colleagues we always ask them to talk to us about these values and their personal relationship to them. This really helps us get to know people, and see how they might fit into Rock Trust. Crucially, we've had feedback that it also helps break the ice and show people what working at Rock Trust is like because of what is important to us.

Working for Rock Trust is my first experience of working in the voluntary sector and I really appreciate being part of an organisation that puts its values into practice. The welfare of the young people we support really is at the heart of all we do.

I am a Team Leader, and the role is far from easy, but I never dread going to work because Rock Trust understands the importance of recruiting the right people and we have a supportive and compassionate team.

**Alison,** Team Leader in Fife





## What do we offer to our staff?

We take pride in fostering inclusivity within our organisation, building on everyone's strengths and collaborating effectively. By investing in and supporting our teams, we ensure the best outcomes for the young people who need us.

- Flexible working
- Wellbeing day
- TOIL
- Increase in your annual leave entitlement each year
- Annual Leave purchase scheme
- Employer Pension Contributions (6%)
- Enhanced Maternity, Paternity and Adoption Leave
- Talent Development
- Core and individual **training opportunities**
- **Life Assurance** of 3 x your annual salary
- **Employee Assistance Programme (EAP)**
- A funded **Social Committee**
- **Cycle to work** scheme
- **£50 eye care voucher** every 2 years
- **Interest free train season ticket loans**



I have had many jobs over the years, but I can safely say this is one of the friendliest and most supportive environments I have worked in. The Rock Trust is a very welcoming place to be, and I feel very fortunate to work alongside the people I do.

Being able to work flexibly has been a huge perk for me. It has allowed me to fit in other commitments I have outside of work.

**Danny, Edinburgh Youth Housing Hub Lead**

## Our teams

- Senior Management Team
- People and Business Support Team
- Finance Team
- Communications and Fundraising Team
- Properties and Facilities Team
- Services | Edinburgh, East Lothian, and Midlothian
- Services | Perth
- Services | West Lothian
- Services | Glasgow
- Services | Fife
- Services | Upstream Scotland



I can honestly say that I work with some of the kindest, most dedicated, and most supportive people at Rock Trust. Across all departments, everyone's thoughts and ideas are always valued and welcome.

**Joanne**, Partnerships Lead



We're working towards  
**LGBT Youth  
 Gold Charter**

# Job description

**Job Title: Service Manager**

**Contract: Full Time - 35 hours per week (permanent contract)**

**Location: Edinburgh**

**Salary: £35,420.39 - £39,889.11 (depending on experience and qualification)**

## **Mission Statement**

Our long-term vision is to end youth homelessness, our more immediate mission is to ensure that every young person in Scotland has access to expert youth specific services to assist them to avoid, survive and move on from homelessness.

## **Context**

The primary function of this role is the effective management and delivery of the organisation's Edinburgh, East & South service delivery and development activities. Leading our service teams to ensure that we provide quality services and are reaching our funder and organisational targets. This key management role will support the Head of Services to implement strategy, ensuring that regulatory standards are met, and policies and procedures are implemented. Part of a highly collaborative team, the Service Manager reports directly to the Head of Services and works alongside the rest of the management team.

## **Reporting to**

Head of Services

# Job description

## Responsibilities

### Service Strategy

- Recruit, manage and lead teams in line with good practice and Rock Trust policies and procedures.
- Work with the Management team to design, deliver and develop services.
- Lead the delivery of services to achieve targets, evaluate the effectiveness of the service and implement agreed quality improvements and changes.

### Strategic Development

- Identify gaps in services and unmet need, create and implement growth plans for each project and locality.
- Identify new practice methods and service models.

### Quality & Resources

- Monitor budgets and support the teams to work within budget and financial procedures.
- Ensure that the trust is compliant with all legal, sector and best practice regulatory requirements such as Care Inspectorate, Employment law, GDPR, Safeguarding.
- Ensure that Health and Safety and appropriate Risk Management actions are undertaken.

### Leadership and Development

- Line manage and provide formal and informal support to allocated staff, students and/or volunteers.
- Increase our management level networks, building relationships with leaders, partners, commissioners and funders.
- To provide visible leadership, motivate staff and nurture a culture of Respect, Safety, Positivity and Fairness.

### Other

- To act in accordance with Rock Trust values.
- To participate in the "on call" rota in accordance with agreed guidelines.
- To undertake other duties in line with the role as required.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the Rock Trust at any time after discussion with the post holder.

# Person specification

## Essential

- Practice and management qualifications to enable registration with the SSSC as a 'Manager in Housing Support Services'

## OR

- Significant vocational experience demonstrating development through involvement in a series of progressively more demanding work/roles – highlighting relevant transferable skills and willingness to work towards above qualifications.

## Plus:

- Experience in a similar or related role(s) to this one.
- Knowledge and experience of leading delivery of youth work and/or homelessness/housing models and methods.
- Knowledge of homelessness and social exclusion.
- Demonstrable experience of managing and motivating diverse, multi-disciplinary teams to achieve their goals.
- Demonstrable knowledge of Project Management methods / techniques.
- Demonstrable experience of managing a department budget.
- Experience use of MS365 software including word, excel and outlook.
- Ability to take initiative and lead complex problem-solving activities, bringing and inspiring others with you on the journey.

## Desirable

- An understanding of the Scottish Executive and local authorities' strategies on youth homelessness and promotion of youth inclusion.
- Demonstrable knowledge of business development methods, techniques and processes at a leadership level.
- Full, UK driving licence and access to car



# Instructions to apply

1. Download and complete the three documents below:

- Application Form
- Equal Opportunities Form
- Criminal Convictions Declaration

2. Visit our vacancies web page.

3. Click “APPLY HERE” on the web page and upload the forms and declaration to our portal.

We will review applications daily and will be in touch as soon as possible if we'd like to invite you for interview.

If you would like to speak to someone about the role in more detail, or if you face any obstacles to completing an application, please get in touch.

The Rock Trust: 55 Albany Street, Edinburgh, EH1 3QY. Registered Scottish Charity No. SC018708. Scottish Company No. 146616

[ROCKTRUST.ORG](https://rocktrust.org)

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# Good luck!