



Service Manager Glasgow

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.

JOB PACK

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



Job description

Job Title: **Service Manager**

Contract: **Permanent - 35 hours per week**

Location: **Glasgow**

Salary: **£35,420.39- £39,889.11 per annum (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

Rock Trust are delighted to offer an exciting opportunity to lead our growing range of services in Glasgow. We are looking for a passionate and experienced Service Manager to lead our existing services and to help us ensure that every young person in Glasgow has access to youth specific services to help them avoid, resolve and move on from homelessness. In this key management role, you will be responsible for the effective delivery of our Glasgow services, driving service quality, achieving key targets and supporting the development of new initiatives. Working alongside our management team, you will play a crucial role in implementing our strategy, ensuring regulatory standards are met and embedding policies and procedures across your team.

Reporting to

Head of Services

Responsibilities

Service Strategy

- Recruit, manage and lead a team in line with good practice and Rock Trust policies and procedures.
- Work with the Management team to design, deliver and develop services creating marketing materials and supporting securing funding.
- Lead the delivery of services to achieve outcomes based on funder and organisational outcome targets, evaluate the effectiveness of the service and implement agreed quality improvements and changes.
- Manipulate, analyse, interpret and/or evaluate project outcomes and outputs, identifying, highlighting and prioritising any issues for further investigation.

Strategic Development

- Identify gaps in services and unmet need, create and implement growth plans for each project and locality and work with Managers and Fundraising colleagues to design, resource and implement services to meet needs.
- Identify and analyse information about new practice methods and service models which the Trust could develop to improve its outcomes.
- Develop a personal and organisation reputation as an expert, a good partner and problem solver.

Quality & Resources

- Work with the Finance Manager to develop and monitor budgets for your areas of responsibility and support the team to work within budget and financial procedures.
- Work with the Management Team to ensure that the trust is compliant with all legal, sector and best practice regulatory requirements such as Care Inspectorate, Employment law, GDPR, Safeguarding etc.
- Identify and make recommendations for operational & quality improvement of the organisation.
- Develop, maintain and review organisational policies, procedures and practices on a planned and regular basis.
- Ensure that Health and Safety and appropriate Risk Management actions are undertaken.

Leadership & Development:

- Line manage and provide formal and informal support to allocated staff, students and/or volunteers.
- As part of Management Team, provide effective and professional leadership, supporting and promoting the activities of Rock Trust and contributing significantly to building a high performing organisation.
- To provide visible leadership and motivate staff to ensure that delegated responsibilities are achieved, and effective communication maintained.
- Nurture a culture of Respect, Safety, Positivity and Fairness, that allows our colleagues to thrive, take appropriate risks and learn from mistakes.
- Increase our management level networks, building relationships with leaders, partners, commissioners and funders.
- Identify and make recommendations for improvement to contribute to the continuous operational improvement of the organisation.

Other

- To act in accordance with Rock Trust values.
- To work with other senior and operational managers.
- 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

Leadership and Development

- A Practice and management qualification to enable registration with the SSSC as a 'Manager in Housing Support Services' (OR a willingness to work towards these).
- Previous experience in managing projects and developing services (within health and social care and/or youth work).
- Understanding of safeguarding principles and experience in managing appropriate measures to protect vulnerable individuals.
- Awareness of trauma informed practice and psychologically informed environments.

Commitment to Equality and Inclusion

- Dedication to taking a leading role in the promotion of diversity, equity, and inclusion.
- Sensitivity to the cultural and individual differences of young people and staff.

Communication and Interpersonal Skills

- Ability to build trust and rapport with individuals and groups internally and externally.
- Exceptional verbal and written communication skills for reporting, developing/managing relationships and collaboration.

Teamwork and Collaboration

- Ability to work effectively to manage projects as part of a multidisciplinary team, including statutory, third sector and housing partners.

- Exceptional collaboration skills for liaising with local authorities, landlords, funders and community organisations.
- Ability to take initiative and lead complex problem-solving activities, bringing and inspiring others with you on the journey.

Organisational and Administrative Skills

- Demonstrable experience of managing a department budget.
- Proven ability in record-keeping, monitoring and evaluation processes.
- Ability to use MS365 software including Word, Excel and Outlook.

Flexibility and Adaptability

- Ability to adapt to changing circumstances and lead people effectively in emergencies or crises.
- Resilience and creativity in overcoming challenges in service management.

Desirable

- Understanding of Scottish Housing and Homelessness Legislation.
- Familiarity with funding streams and reporting requirements for charities or public services.
- Knowledge and experience of leading delivery of youth work and/or homelessness/housing support models.
- Knowledge of business development methods, techniques and processes at a leadership level.
- Full UK Driving Licence and access to a 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.

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Good luck!