

**Edinburgh
Children's
Hospital Charity**



Head of Services

Job Description and Person Specification



Purpose

At the heart of ECHC is our simple but powerful commitment: **No Child Should Face Hospital Alone.** The Head of Services plays a critical leadership role in turning this vision into reality — ensuring that every child and family we support feels informed, included and in control during their hospital journey. As Head of Services, you will oversee the design, delivery, and continual improvement of high-impact services across the Royal Hospital for Children and Young People, ensuring quality, compassion, and innovation in everything we do. Working closely with partners, staff teams, and volunteers, you will champion a child-centred, trauma-informed approach that makes a tangible difference to the lives of children, young people, and their families.



Key Responsibilities

Strategic Leadership and Service Excellence

- Provide visionary leadership to the Children's Services team, fostering a culture of excellence, collaboration, and continuous improvement.
- Lead, inspire, and support a multidisciplinary team delivering across the hospital, ensuring high performance, accountability, and a shared commitment to our vision that No Child Should Face Hospital Alone.
- Plan and lead the development of services that reflect the charity's goals and respond to the changing needs of children, young people, and families; informed by regular child and family consultations and service data.
- Ensure services are inclusive and responsive to families experiencing the greatest challenges — including poverty, social isolation, and poor mental health — offering compassionate, tailored support when it's needed most.
- Champion equitable access to services, working to reduce barriers and strengthen support for families who may be overlooked or underserved.

Championing Children's Rights and Participation

- Embed a rights-based approach across all services, ensuring children's voices are heard, respected, and central to decision-making.

- Actively promote the UN Convention on the Rights of the Child (UNCRC) within the design and delivery of services.
- Establish robust mechanisms for children and families to influence, shape, and evaluate the services they receive.

Evidence, Impact, and Quality Assurance

- Oversee the collection, analysis, and use of data to monitor service effectiveness, measure impact, and inform strategic decision-making.
- Assist the COO in the development and implementation of outcomes frameworks, ensuring services are demonstrably improving the wellbeing of children and families.
- Promote a culture of learning and reflection, using evidence and feedback to drive innovation and service development.

Stakeholder Engagement and Partnership Working

- Build and maintain strong relationships with NHS partners, healthcare professionals, and external agencies to ensure integrated, child-centred care.
- Represent the charity in strategic forums and advocate for the needs and rights of children in healthcare settings.
- Collaborate across departments (eg Fundraising) to ensure services are visible, sustainable, and responsive to need.

Governance, Safeguarding, and Compliance

- Ensure all services comply with regulatory, safeguarding, and best practice standards, always prioritising the safety and wellbeing of children. Create a safe, trusted environment where children and families feel protected and respected.
- Provide high-quality reporting to senior leadership and trustees, evidencing performance, risk management, and impact.
- Promote a trauma-informed culture across the organisation, ensuring that staff are supported to work safely, reflectively, and sustainably in emotionally demanding environments. Lead on staff support and supervision practices that prioritise wellbeing, psychological safety, and professional resilience.
- Develop and manage service budgets effectively, ensuring resources are used wisely and transparently to deliver the greatest possible impact for children and families
- Fulfil any other duties which are reasonably required by the COO, or leadership team, to assist in the delivery of our strategic goals.

Requirements

| Requirements | Essentials | Helpful |
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| Experience & knowledge | <p>Degree-level education or equivalent proven experience in a relevant field (eg health, social care, community education, child development).</p> <p>Demonstrable experience of leading high performing teams, to deliver impactful trauma-informed, child/family- centered services.</p> <p>Demonstrable experience of identifying service needs through meaningful consultation with children, young people, and families, ensuring their voices directly inform service design and development.</p> <p>Proven ability to gather, interpret, and use qualitative and quantitative data to evidence need, measure outcomes, and demonstrate the impact of services, including reporting to internal stakeholders and external funders or partners</p> | <p>Experience working directly with or within children's health or disability services.</p> <p>Understanding of the challenges of working in a fundraising organisation and how to support this.</p> <p>An understanding and knowledge of technology and its potential uses in a care setting.</p> <p>Evidence of continued professional development.</p> <p>Experience working in partnership with NHS or in similar care environments.</p> <p>Experience of acting as a public representative of an organisation.</p> |

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| | <p>Strong understanding of the health and social care landscape in Scotland, particularly in relation to children, young people and families.</p> <p>Evidence of being an innovator in applying creative approaches to achieve positive outcomes for children and families; and developing non-clinical interventions to address complex and/or traumatic situations.</p> <p>A values-driven leader with expertise in inclusion, safeguarding and child-centred practice.</p> <p>Exceptional communication and relationship-building skills.</p> <p>Experience of budget setting and management.</p> | |
| Personal qualities | <ul style="list-style-type: none"> • Compassionate and empathetic – demonstrates genuine care and understanding for the needs and experiences of children, families, and staff. • Child and family-centred – committed to listening to and amplifying the voices of children and | Access to a car/ full UK driving licence |

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| | <p>families in decision-making.</p> <ul style="list-style-type: none"> • Ethical and values-driven – operates with integrity, transparency, and a strong sense of social justice. • Emotionally intelligent – able to build trust, manage relationships sensitively, and respond to challenging situations with maturity. • Inclusive and respectful – champions equity, diversity and inclusion. • Collaborative leader – values partnership working and builds strong, effective teams. • Decisive and accountable – takes ownership of decisions, including when they are difficult or unpopular. • Inspiring and motivating – able to unite people around a shared vision and energise teams to deliver meaningful impact. • Flexible and adaptive – open to change and able to navigate uncertainty with confidence and creativity. | |
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| | <ul style="list-style-type: none"> Politically and culturally aware – sensitive to the broader societal, policy, and healthcare context in which the charity operates. | |
| Additional | <p>Commit to the ECHC behaviours so no child will face hospital alone:</p> <ul style="list-style-type: none"> Be led by the needs of children and families. Be great around them. And speak up for them. Be proactive. Take ownership. See it through. Go beyond our personal comfort zone. Be unapologetically helpful. <p>Willing to work flexibly including occasional evenings and weekends as required.</p> <p>Willing to undertake additional study or learning as required to fulfil this developing role.</p> <p>Professional and convey the values of ECHC at all times.</p> | |