

Job Description - Head of Service

Salary: £48,000 - £50,000 per annum

Hours: Full-time (37.5 hours per week)

Location: Edinburgh and across the Lothians; office and remote flexibility

Contract: Permanent

About Upmo

Upmo is an independent Scottish charity that provides innovative, person-centred support and learning opportunities for adults with learning disabilities and autism. We champion creativity, inclusion, and independence, to support people to gain confidence, develop new skills, and connect with their communities.

Our services are built on strong values; they are Transformative, Community-led, Empowering, Brave and Confident. We strive to live our values in everything we do, and they will feature prominently in our recruitment for this role.

With services across Edinburgh, East Lothian, and Midlothian, we're proud to be recognised for our creative, flexible approach, and our commitment to improving the lives of the people we exist to serve.

About the Role

We are seeking an exceptional Head of Service to lead our operational delivery and drive the continued development of Upmo's support and learning services. Reporting to the Chief Executive, you will be a key member of the senior leadership team, responsible for ensuring high-quality, person-centred provision across all locations.

As we enter our twentieth year, this is a unique opportunity to shape an innovative service for years to come.

The role is complex and often demanding. With the social care landscape continually adapting to reduced funding and increased need, it requires a thoughtful and creative approach to identifying opportunities and making the most of available resources to enhance our service. However, it is an amazing opportunity to be part of something uniquely special.

We are setting out on our next five-year strategy and aim to be the best charity in our sector, delivering outstanding services, working with partners and supporters to transform the lives of the people we exist to serve, where love and care is front and centre of all that we do.

This is a pivotal role, combining strategic oversight with hands-on leadership. You will work collaboratively to shape Upmo's future direction, strengthen partnerships with local authorities and stakeholders, and ensure our services remain responsive, sustainable, and innovative.

You will be given the support and space to grow, learn, and lead, and we are committed to a culture of transparency, trust and inclusivity.

Key Responsibilities

- Provide strategic and operational leadership to all Upmo services and programmes
- Line manage and support Service Managers, ensuring excellent delivery standards and strong staff engagement
- Lead on quality assurance, compliance, and continuous improvement across all service areas
- Oversee safeguarding and health & safety processes, ensuring the wellbeing of the people we support and our staff
- Manage service budgets effectively, contributing to financial sustainability and growth
- Develop and maintain strong relationships with funders, commissioners, families, and partner organisations
- Support the Chief Executive and Trustees in shaping organisational strategy and performance monitoring
- Champion Upmo's values and ensure our services reflect the needs and aspirations of the people we support
- Oversee the continuous improvement of our curriculum, manage our existing services and explore opportunities to meet demand in new locations

About You

You share our ambition to be the best. You will be determined to make a difference and committed to leading your teams to the highest standards, because our service users deserve nothing less.

You will not be afraid of making mistakes and your style will be naturally supportive and inclusive, working towards our shared goals through your team's excellence.

You will be an experienced and values-driven leader with a strong background in social care, education, or third sector service delivery. You will have the vision and confidence to lead a diverse team and to ensure that quality, creativity, and person-centred practice are at the heart of everything we do.

Essential Skills and Experience

- Proven leadership and management experience in a social care or community services environment
- Must be SVQ Level 4 (Social Services & Healthcare or equivalent field), or working towards such a qualification or equivalent
- Registered Managers' award or equivalent, or working towards such an award
- Strong understanding of Care Inspectorate standards and relevant legislation
- Excellent people management, communication, and organisational skills
- Experience of managing budgets and service development projects
- Commitment to inclusion, empowerment, and the principles of person-centred support
- Evidence of Continuing Professional Development with demonstrable relevance to the services managed

Desirable Skills and Experience

- Experience of partnership working with local authorities and funders
- Knowledge of the learning disability and autism sector
- Financial reporting experienced and aware of impact measurement
- A UK driver's license

Why Join Upmo?

- A rewarding role with a values-led organisation making a real difference
- Supportive, inclusive culture and a passionate, supportive leadership team
- Opportunity to shape innovative, person-centred services across multiple locations
- Pension (3% employer contribution)
- 37 days holiday per year, including Christmas break
- Long service leave of 1 extra day per year from 3 years' service, up to 1 week
- 3 days annual volunteering leave
- Annual employment anniversary award
- Employee Assistance Programme
- Edinburgh Leisure CAP gym membership
- Shopping discounts
- Access to Blue Light Card
- Enhanced maternity / paternity leave
- Free on-site parking
- Flexible working