



Recruitment Pack

Director of Corporate Services & Governance

CEO Introduction

Thank you for your interest in the role of Director of Corporate Services & Governance. At Care Support Scotland, we have a long history, but a very new feel to us as an organisation. We have completed a two-year transformation programme, which has seen us re-brand and invest heavily in every area of the organisation.

The Board of Trustees approved the allocation of £2m from reserves to make the necessary improvements and changes needed to ensure the organisation was fit for the future. It has been my absolute privilege to lead the organisation through that journey. As we finalise this very successful period, we are looking for a new senior leader who can lead the organisation's corporate services, ensuring high impact, collaboration and strong efficiency are central pillars of success for everyone.

Our aim is to move into new local authority areas, and to further develop and expand some of our service types. We want to be known for high quality social care services, and a place where people want to work, and want to stay.

The Director of Corporate Services & Governance is a pivotal leadership role, and part of the Senior Leadership Team. Responsible for People & Culture, Finance & Resources, Shared Services, Digital and Governance, the role is broad, and requires someone who is adept at being a generalist, and can empower, and constructively challenge, the technical experts within teams.

Ideally, we're looking for someone who is flexible in thought, can spot problems and opportunities and develop solutions to them. We need someone who is emotionally intelligent, and comfortable and confident navigating team dynamics, mediating and motivating team cohesion. We're a nice, friendly group of people, and we work to a high pace and aim to be responsive and plan our developments in an agile way. If you enjoy variety, and the opportunity to be creative and take ideas to full implementation, then this could be the ideal role for you.

If after reading this recruitment pack, you are interested in the role, please get in touch with me to have an informal conversation and to ask any further questions.

Best regards,

Jack Rillie

CEO

Jack.rillie@caresupport.scot



Role Description

The Director of Corporate Services & Governance is a business-critical senior leadership role that oversees the delivery of high-quality and efficient services in the areas of Finance & Resources, People & Culture, Shared Services, Digital, Governance & Risk Management.

The Director is responsible for ensuring that the culture across Corporate Services and the wider organisation is based on our values, that distributed leadership is embedded and championed, and that teams are supported to develop and thrive.

The Director ensures the organisation has robust systems and processes in place to support its strategic objectives and to comply with its statutory obligations. They will also lead the development and implementation of strategic plans, policies, and procedures to support the organisation's vision and mission.



The main duties and responsibilities of this post are:

1

Support and develop Business Partners, ensuring they have the right objectives, directions, confidence and skill to make decisions and to best support and advise Services colleagues.

3

Identify and respond to emerging needs, opportunities, and challenges in the Directorate's sectors and ensure continuous improvement and innovation.

2

Be an inspiring leader within the leadership & management teams, taking responsibility for ensuring that everyone in the Directorate and wider organisation promotes our values and works collectively and collaboratively to achieve our strategic aims.

Who we are looking for



The ideal person will have worked in a corporate services leadership role before, or in a programme management role, familiar in leading multiple specialisms.



They will, at the very least, meet the qualification requirements outlined in this job pack.



This is a senior role in our organisation. We're looking for people who are familiar with, and comfortable with, working at a senior level. This means leading a management team and working with a range of senior stakeholders, including our Board.



We're open to people who have not held a 'Director' level role before, but they should have held a 'Head of' role or similar. What's important is that they have experience of senior leadership and management across multiple sites. They should be able to evidence previous experience of leading distributed teams.



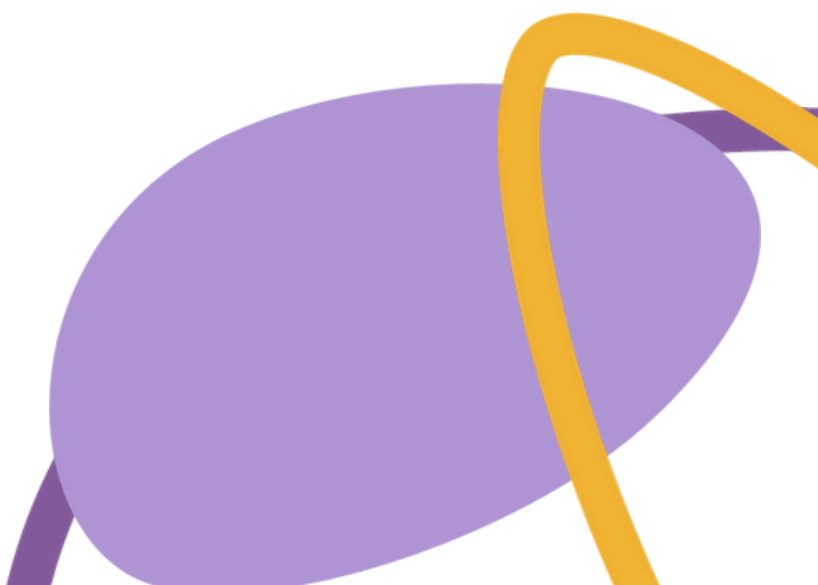
The ideal person will have experience of managing change, and be comfortable leading others through that journey.



We're looking for someone who has experience of leading teams, as well as line-managing managers.



The person will significantly contribute to organisational strategy, analyse data and performance information, and develop responses that take advantage of opportunities, or that correct under performance. They therefore need to understand the 'bigger picture' and work at a strategic level, as well as having the knowledge of how corporate functions operate.



Who we are looking for



The person will lead multiple specialisms. We're not looking for technical expertise in every area. Rather, success in the role will demonstrate an ability to comfortably and confidently lead a range of technical experts, understand their contribution to the organisation, their pressure points and opportunities for improvement.



The ideal person will be someone who feels comfortable 'doing the doing'. We are a lean organisation, and so work such as project planning documents, board reports, minutes, training inputs and proposals do not have a separate team responsible for them – everyone is expected to be responsible for their own work and produce high quality activity.



We are a flexible employer, enabling you to fit the hours of work to suit a personal life. There will be times when certain meetings or events need to be attended and therefore, we view flexibility as being both ways.



The role would suit someone who enjoys working across multiple teams, as well as spending time on their own, self-directing their own work.



To deliver services with limited funding, we will continue to increase the use of technology. The ideal person will be comfortable working with technology and be open and pro-active in engaging in on-going training and learning on its use.



Most importantly, we're looking for someone who is kind & compassionate. They should be able to reflect on examples where they have supported colleagues to develop and thrive.

About us

We've been in existence for 35 years, starting as a small community support organisation, and then the social care arm of Castle Rock Edinvar Housing Association, and latterly Places for People Scotland Care & Support. In 2018, we became a separate legal entity, and in 2024 we re-branded to Care Support Scotland.

We are nearing the end of a whole-scale transformation of the organisation, which has seen a significant investment in learning and practice development, technology and infrastructure, property and facilities, and ways of working across teams.

Our Vision

“To enable the people we support to live their best lives.”

Our Mission

“We provide expert services that make a positive impact for people who require support with independent living.

Our staff are passionate, caring professionals, thriving within a progressive learning environment.”

Our Values



Respect

“We respect the choices and dignity of our people, and ensure integrity in all we do.”

Compassion

“We care deeply about one another, promote diversity and create spaces of compassion free from judgement.”

Thrive

“We learn, develop, work and grow together, supporting people to thrive.”

About us

We employ 300 staff, and we have ambitions to continue to expand our operations further. Our annual turnover is forecast to reach just under £10m in 2025/26.

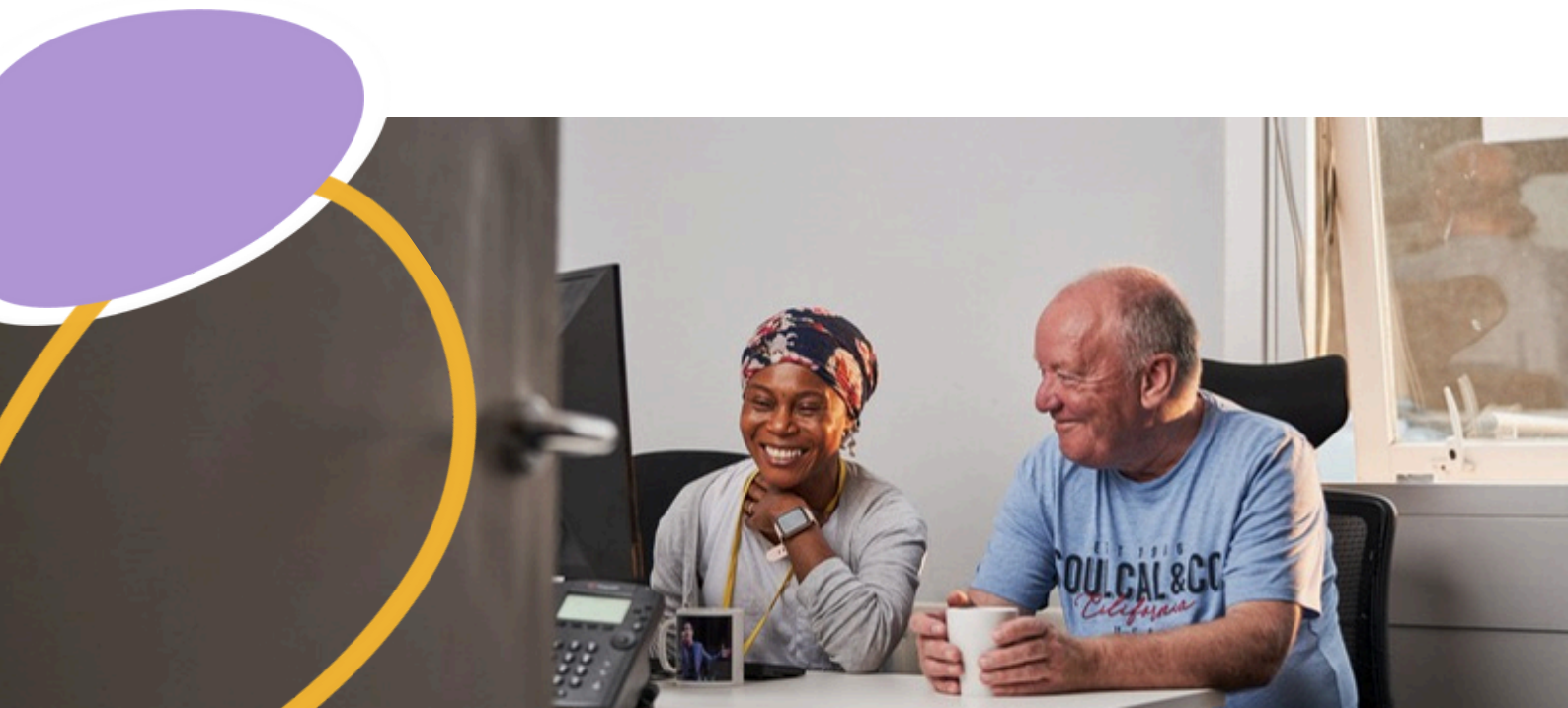
At present, we provide services across broad categories of social care:

- Learning Disability and Neurodiversity
- Older Age Care
- Homelessness, Prevention and Housing Support
- Mental Health
- Substance use.

These services are delivered across Edinburgh, Midlothian, East Lothian and West Lothian. We plan to expand into new local authorities over the next strategic plan cycle.

We work with people 16+. We operate core and cluster support services and supported living services for people with a learning disability or who are neurodivergent, or who have a physical disability or mental health need. We also deliver older age care services, including day opportunity provision. We deliver temporary and emergency accommodation services and tenancy support services.

Our Corporate Services teams represent 4% of the workforce. It is a lean directorate, but highly efficient and effective, and is instrumental to our success. We are digitally modern, with highly capable team members who partner with Services colleagues to ensure we deliver high quality care and support, and that the organisation has the correct balance between charitable purpose and business sustainability and acumen.





Why should you choose this job?

Although we have been around for 35 years, it's a modern organisation. We're flexible and full of energy. If that appeals to you – then this might be the right fit for you.

We have great people working here, and there is a real culture of compassion and respect for each other. We are all working towards the same vision and support each other to get there.

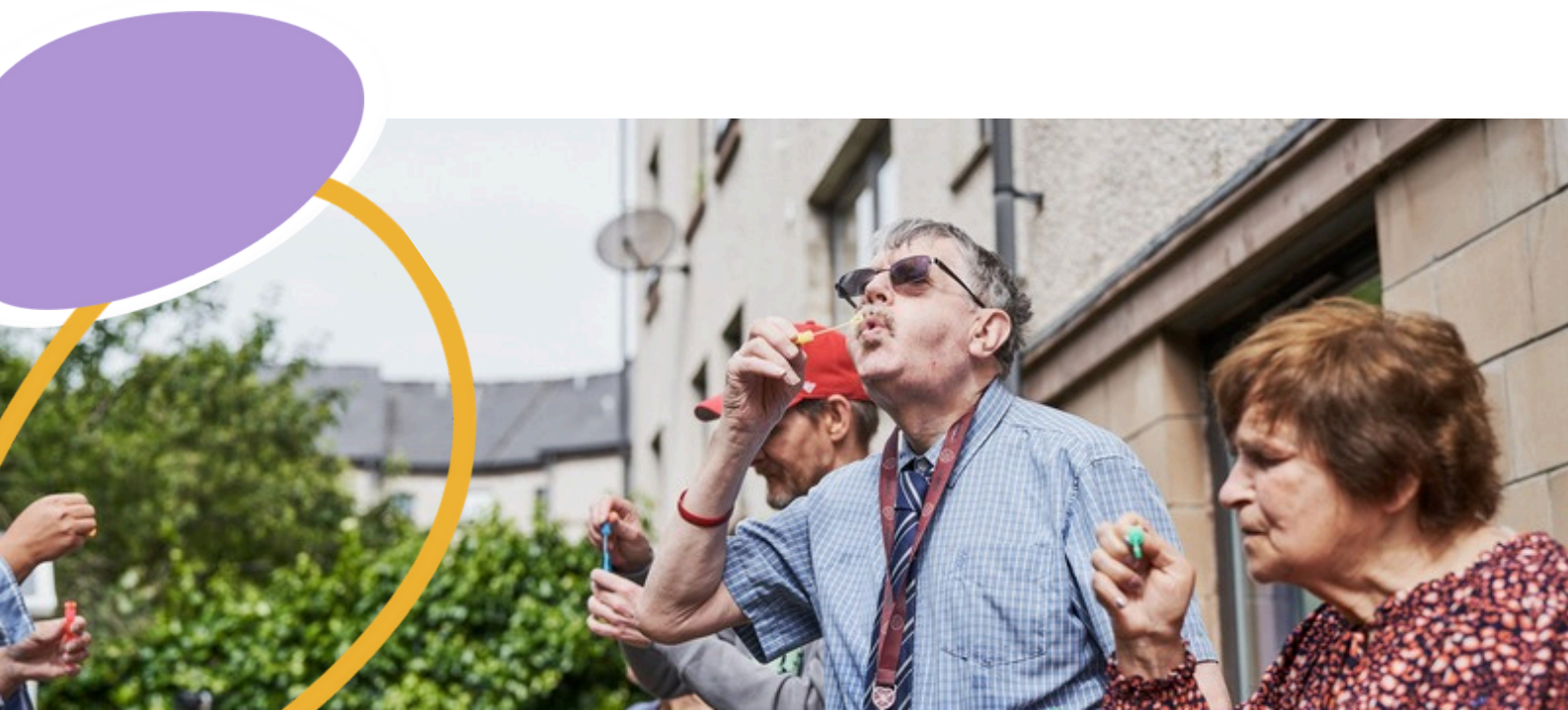
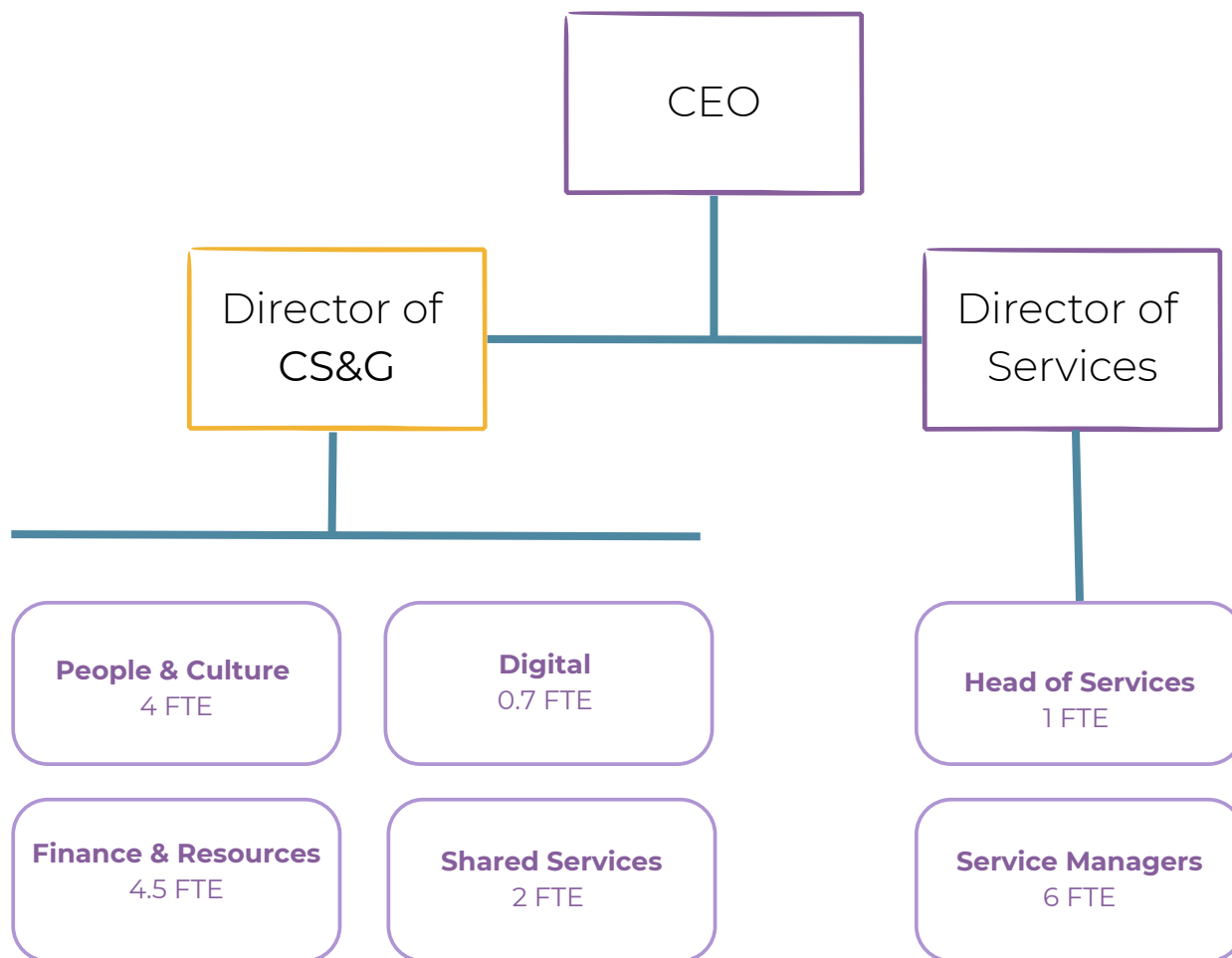
We're now building our next five-year strategy. Whoever joins in this role will have the opportunity to shape the future strategic direction of the organisation.

We encourage and are working towards further embedding distributed leadership – this means that if you like to work with a high degree of autonomy and empowered decision making and encourage and develop that in others – this could be an ideal role.

The role has the scope to develop and would be a suitable role for a range of candidates. What's important is that any candidate can develop our Trauma Informed, person centred approach, and is motivated by the diversity of our services.

We welcome applications from a broad range of candidates. If you can work to our values, and feel you meet most of the requirements of the role, we'd love to hear from you.

The Role



Job Description

Leadership and Management:

- Actively participate in the Senior Leadership Team and support the organisation's objectives and aims.
- Provide strategic leadership and direction to the teams, ensuring compliance with legislation and regulatory requirements.
- Be the executive lead for the formulation of the Corporate Strategy, Business Plan, and Performance Management Framework.
- Develop and drive a culture of continuous improvement and excellent service provision.

Financial Management:

- Ensure efficient financial operations in accordance with policies, regulations, and statutory requirements.
- Oversee the preparation of the organisation's budget and ensure performance monitoring of management accounts and long-term financial planning.
- Oversee treasury management activities and ensure compliance with financial reporting requirements.

Digital

- Ensure the organisation has robust processes to maintain the integrity and security of the ICT network and effective disaster recovery plans.
- Develop and coordinate an ongoing ICT strategy to meet business needs.



Job Description

Shared Services

- Ensure compliance with General Data Protection Regulations and Freedom of Information requirements. Act as the Data Protection Officer for the organisation.
- Responsible for organisational procurement and ensure value for money and efficiency across the organisation.
- Take strategic responsibility for Health and Safety, ensuring outsourced contractors maintain high quality of provision and business operations are safe, risk assessed and adhere to legislation.
- Ensure the organisation has the appropriate business continuity plans in place and that these are reviewed regularly.

People & Culture

- Responsible for the development and implementation of people strategies that enshrine our values and ensure compliance with employment law.
- Lead our talent identification and recruitment strategy, ensuring teams are supported, informed and confident in attracting and retaining the talent we need to deliver and grow.
- Ensure the satisfactory management of complex employee relations issues on behalf of the SLT and ensure accurate HR performance reporting from the People team.
- Use management information to understand and inform others about the internal working environment, engage proactively in addressing employee or culture challenges that may impact the organisation's strategy and lead the team to develop timely plans to address.

Partnership Working:

- Proactively engage in partnership working to enhance the organisation's reputation.
- Represent the organisation within the wider community and sector.
- Lead our partnership approach to suppliers and outsourced providers, ensuring they are supported to provide and maintain high quality services.



Job Description

Governance & Assurance

- Act as the Company Secretary for the organisation.
- Lead the organisation's approach to quality improvement and management. Ensuring we have an appropriate quality assurance framework in place.
- Ensure the organisation has the infrastructure for timely and accurate management information.
- Act as the SLT member accountable for large scale change initiatives, ensuring we have a change management framework in place and that change initiatives are disciplined and follow set rules.

Strategic Planning & Organisational Leadership

- Make significant contributions to the strategic direction of the organisation by proactively engaging and taking ownership as a member of the Senior Leadership Team.
- Lead horizon scanning activities, ensuring we use external evidence to support planning and strategic initiatives.
- Model exemplary values-based leadership behaviours aligned with our organisational values.
- Foster a culture of collaboration, compassion, respect and accountability.
- Lead a learning environment philosophy, ensuring CPD is a priority throughout the organisation, and that teams are supported to learn and reflect.

Other Duties:

- Model exemplary values-based leadership behaviours aligned with our organisational values.
- Foster a culture of collaboration, compassion, respect and accountability.
- Lead a learning environment philosophy, ensuring CPD is a priority throughout the organisation, and that teams are supported to learn and reflect.
- Promote equal opportunities and high service standards.
- Commit to continuous professional development.
- Carry out other duties as directed by the Chief Executive.



Person Specification

Essential qualifications:

- A relevant degree (at least SCQF level 10 or above) or equivalent professional qualification in HR, Finance, ICT or Business Management.
- 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.

Desirable qualifications:

- A postgraduate qualification (SCQF level 11 or above) in a relevant field
- A professional membership of a recognised body such as CIPD, CIMA, BCS, CMI, ICAS.
- A project management qualification.




Person Specification

Essential knowledge and experience:

- Significant experience of leading and managing a range of corporate services functions at a senior level, preferably in the social care or charity sector.
- Experience of leading and managing change and innovation, using recognised change management methodologies, within a complex environment.
- Demonstrable knowledge and understanding of current employment law and best practice in HR management, learning and development, and employee engagement.
- Proven track record of developing and implementing effective HR, EDI, and workforce strategies, policies and procedures that support organisational objectives and culture.
- Extensive experience of overseeing the delivery of ICT, digital transformation, marketing and communications projects and services.
- Strong financial and commercial acumen, with the ability to manage budgets and ensure value for money.
- Excellent leadership and communication skills, with the ability to influence, motivate and inspire others at all levels
- Evidence of strategic thinking and planning, with the ability to translate vision into action.
- A robust knowledge of risk management approaches and leading on strategic risk management.
- 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 knowledge and experience:

- Knowledge and understanding of the social care sector in Scotland and the regulatory framework that applies to it.
 - Experience of fundraising, income generation, or business development.
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CARE
SUPPORT
SCOTLAND

Together we thrive