



House Manager

Fort William

Candidate Pack



Message from our Chief Executive

Dear Candidate,

Thank you for your interest in joining Aberlour as House Manager for our Fort William service.

Every day at Aberlour, our colleagues make a real difference to the lives of children, young people and families across Scotland. They provide care, stability and hope at times when it matters most. As House Manager, you'll have the opportunity to lead an exceptional team, helping to create a safe, nurturing environment where children can grow, recover and thrive.

Our Fort William service is a special place. Set against the backdrop of Ben Nevis and surrounded by an incredible community, it combines outstanding residential care with support that helps strengthen families and improve lives for the long term.

At Aberlour, we believe every child deserves the opportunity to flourish, whatever their circumstances. We are committed to tackling poverty, discrimination and injustice, and to making sure the voices of children, young people and families shape everything we do. Our values of respect, integrity, innovation and challenge guide our work every day and are brought to life by the people who choose to work here.

Our people are at the heart of our success. We want Aberlour to be a place where talented, compassionate people feel valued, supported and inspired to build long and rewarding careers. If you're an experienced leader who shares our ambition to create brighter futures for children and families, we'd be delighted to hear from you.

Justina Murray
Chief Executive



About the role



Salary:	£46,132 – 49,493 per annum
Base:	Fort William
Hours:	37.5 hours per week
Contract:	Permanent
Benefits:	Relocation package Pension scheme – up to 10% employer contribution Up to 40 days annual leave Life assurance scheme Family friendly policies Plus additional benefits

We are looking for an enthusiastic individual with a passion for supporting vulnerable children and whole families to achieve the best possible outcomes in their lives. The successful candidate will have the drive, determination and cultural values to be able to lead their team to empower the children and young people to make the changes which will ultimately transform their lives.

We want someone who believes that all children and families are deserving of love and someone who will support the team to ensure that our children and families are able to live fulfilling lives without having restriction imposed on them in their everyday lives.

The successful candidate must have experience of working in and leading practice in a children's house and with families. They must be visible to the team and children to ensure that the vision and values are lived every day.

In return we want to support our new team member to embrace our values and bring all the success that should be expected of working for an organisation that has been named recently as a Top 100 company to work with by The Sunday Times.

Joining Scotland's largest solely Scottish Children's Charity and an organisation that really lives its values, you'll be joining a community of like minded people who make a difference in the lives of children and families every day.

About us



Aberlour understands that not all children are born with an equal chance. We are committed to working together to beat poverty and discrimination.

As the largest solely Scottish children's charity, each year we help a significant number of children, young people, and their families to cope with major obstacles such as disability, exclusion, parental drug/alcohol dependency, family breakdown and the challenges of moving to another country.

We provide specialist, high-quality, community, and residential care services in over 40 service locations across Scotland ranging from high-needs care to early intervention.

Our support includes:

- Residential care services for young people of all ages, based upon specialist care practice including innovation aiming to reduce the prospect of deterioration in the circumstances of young people often on the "edge of care".
- Specialised Fostering Services, supporting foster carers 24 hours per day, 365 days per year, including dedicated respite care for children in foster care.
- Support to children whose lives are affected by parental substance misuse.
- Residential care, short breaks and outreach services for young people with challenging and complex needs and often profound and severe learning difficulties and physical disabilities.
- Support services for children and families impacted by parental learning disabilities.
- Support for young people not in education or employment who need help with life's challenges.
- Support and advocacy to children and young people who arrive unaccompanied in Scotland and are navigating the asylum system.
- Information, training and leisure activities for young people living in areas of social deprivation, crime, drug or alcohol dependency and gang cultures in challenging estates in urban areas.
- Facilities to promote positive parenting, early years learning and social skills within vulnerable and disadvantaged families.
- Innovative support networks for women affected by poor mental health in perinatal stages.
- Training and education for childcare professionals to build and sustain a competent and confident workforce.
- Mother & Child Recovery houses, continuing our commitment to supporting women and children affected by substance and alcohol use.

About our Sycamore Children's Houses

Aberlour Sycamore Services' vision is to provide warm, loving homes for children where everyone learns, laughs, grows into their future and is treasured always. We have a strong ethos of values and a culture that enables us to Be Brave and to Keep the Promise of involving the children and young people as fully as possible in taking decisions that affect their lives.

Our houses offer a rich environment that provides safety, relationships, growth and healing for the children and adults who live and work there.

We work with families and parents to secure a nurturing environment for children and young people up to 21 years old. We also help parents/caregivers develop their ability to care for their children, provide practical parenting skills, and engage with their community.

Our service provides flexible support of varying intensity and aims to encourage the development of family routines, resilience, and improved parental confidence.



Our Vision, Mission and Values

Aberlour Children's Charity helps disadvantaged children and families in Scotland have a brighter future.

Our Vision

Not all children are born with an equal chance. We will work together to beat poverty and discrimination

Our Mission

Is to be brave for children and families. We work together to beat poverty, disadvantage and discrimination. We provide support at the earliest opportunity. Giving children an equal chance, and the best possible start in life is at the heart of everything we do

Our Values

Respect

We care about one another's feelings and opinions. As an organisation that stands up for every child's right to thrive, a culture of respect is inherent in our work

Integrity

We recognise that to represent the concerns of Scotland's children and families fully, we may have to take difficult decisions. We strive to act with integrity at all times

Innovative

We are committed to improving how we help Scotland's most disadvantaged children and families earlier and faster. We know that they are experts in their own lives and can help us become the best possible innovators. We use this expertise to drive our ideas and our thinking

Challenging

We challenge ourselves to be the best we can be and we listen carefully to children and families about their experiences. Externally we use our campaigning voice to strengthen policies that promote equal opportunity and equality. We make sure the voices of children and families are heard

Job Description

Job Title: House Manager
Responsible to: Assistant Director
Responsible for: Assistant Manager / Support Team

Job Purpose

To lead, manage, develop and review an agreed service or group of services for children, young people and families in line with planned objectives.

Principal Accountabilities

Providing Direction

- Lead and develop the service(s) in accordance with agreed aims and objectives and within the framework of Aberlour's strategic plans.
- Ensure that all workers understand and meet their obligations to protect and promote the welfare of service users, ensuring the safeguarding role at all times.
- Ensure national and service specific standards are understood and implemented, including compliance with external requirements.
- Co-ordinate the development and delivery of an annual service plan and contribute to the regional plan.
- Contribute to shaping Aberlour services at local, regional and national level by:
 - developing innovative practice and evidencing its efficacy
 - ensuring a programme of continual service improvement
 - evidencing efficacy in relation to service users

Achieving Results

- Ensure the proper operation of the service(s) to achieve planned objectives.
- Implement a range of quality measures, including self-evaluation and monitoring frameworks, and ensure implementation of Aberlour's policies and procedures.
- Ensure collaborative/partnership/integrated working to support policy and practice development.
- Ensure that the service(s) is reviewed and evaluated and provide information on outcomes for relevant stakeholders.
- Support and as appropriate lead on the effective deployment of resources to deliver agreed outcomes/ outputs. Identify shortfalls and take action or make recommendations for corrective action.

Job Description

Working with People

- Represent Aberlour externally at local, regional and, where appropriate, national levels to influence service provision and development so that the needs of service users are recognised, understood and responded to.
- Ensure, in conjunction with support functions, an effective plan to increase workforce competence and confidence in delivering service outcomes.
- Provide leadership to staff in the service, which includes identifying and addressing conflict.

Change Management

- Make recommendations for change and development to ensure the effective delivery and development of the service and its continued financial security.
- Contribute to change management processes as part of management teams.
- Support the team and service users to manage change in response to internal and external drivers.

Quantifiable Responsibilities

- Manage day-to-day operation of service budgets.
- Manage, lead and support your staff team.
- Ensure that buildings, equipment, vehicles and furnishings are maintained in good order.
- Be the Registered manager where legislation requires.

Scope of Organisation and Planning

The post holder reports to the Assistant Director and will have regular planned contact to review both work plans and performance. The line manager may or may not have specialist knowledge in the service area.

The post holder operates within Aberlour's strategic and operational planning framework and is responsible for the development of an annual service plan which informs and is informed by these wider plans. They will have their work-plan agreed with their line manager which demonstrates how the principal accountabilities for the post will be met.

The post holder has responsibility for managing a team and ensuring that the development of work-plans for team members meets the defined needs of the service and its users.

The post holder requires understanding of local/service needs and priorities and planning should be informed by a comprehensive understanding of current national policy initiatives in relation to their service area. They will also contribute to the development of policies and procedures

There will be a range of business and thematic meetings which the post holder will be required to attend. They will contribute to the regional management team to ensure the effective delivery and review of the regional plan.

Job Description

Scope of Decision Making and Judgement

The post holder has responsibility for the management of the staff team within the service and will ensure the provision of professional leadership, supervision and appraisal for all staff. They will ensure that learning and development needs are identified and provided which allows the service to achieve its planned objectives.

The post holder will ensure effective delegation and provide direction and guidance in support of tasks to be achieved by the staff team within service aims and objectives, assisting with prioritisation where required and will be responsible for staffing and service user matters.

The post holder will lead the services and make decisions which best ensure the welfare and safety of the services, its users and stakeholders. They will have access to guidance and support and be expected to advise on, resolve or refer any significant issues and have a high level of autonomy.

The line manager will provide guidance and support with regard to issues such as; child protection, financial matters, staffing and policy issues. The post holder will represent the line manager or other Assistant Directors as required.

Relationships

Internal

- Finance and Resources to ensure effective financial management of the service.
- Head of Policy and Participation to contribute to policy for children, young people and their families in Scotland, and to ensure that Aberlour's profile and communications strategy is implemented at local level.
- Marketing and Fundraising to ensure that they are informed of local needs and achievements and to contribute to key messages, including possible media contact.
- Regional HR and LD Business Partners to ensure best practice in recruitment and selection, that staff providing services are well managed and that they have access to appropriate professional development opportunities.
- All staff are expected to attend team meetings and keep up to date with changes at service and organisational level. This includes accessing work email accounts, Aberlour intranet sites and supporting our marketing & fundraising initiatives and social media channels to help promote Aberlour.

Job Description

Service Users

- The post holder will ensure that the views of service users are taken account of in service planning, design and delivery and that quality assurance measures, self-evaluation and monitoring frameworks are used to demonstrate how service users actively participate in the delivery, review and planning of services.
- There will be significant contact with service users and their families.

External

- Liaise with local networks both in the region and in local authority area. These contacts can include; funding agencies, Care Inspectorate, HMI'e, Scottish Government, referral agencies, schools and community planning and local authorities.
- Develop and maintain effective working relationships with children & families, staff in statutory agencies and participation in activities such as working groups on a local, regional or national level.
- Participation may be on behalf of the organisation or as a sector representative.



Person Specification

Experience / Qualifications

- A relevant professional qualification at SCQF level 9 or above

Plus

- A management qualification at SCQF level 8 or above

or

- Equivalent knowledge acquired by other means (this will not apply where there are externally specified qualifications for the post e.g. SSSC)

and

- Willingness to work towards a qualification required either by Aberlour or by statutory requirement
- Experience of leading, supporting and managing a staff team
- Direct practice experience within the service field
- Child/Adult protection issues
- Experience of effective inter-agency and partnership working
- Developing and planning budgets

Knowledge and Skills

- Demonstrate a broad understanding of the knowledge in the service field of work including theory and practice, models and approaches
- Evaluation and research methodologies and an understanding of their application
- Ability to use a range of approaches to address defined and or routine problems
- Exercise initiative and respond proactively to emerging issues
- Manage resources within defined areas of work
- Take account of own and other roles and responsibilities in carrying out and evaluating tasks
- Work with others to support current professional practice
- Use a range of forms of communication effectively in familiar and new situations
- Understand the impact of change and implement initiatives to address it
- Support application of project management approach
- Develop and implement operational plans for your area of responsibility
- Encourage innovation in your area of responsibility
- Develop productive working relationships with colleagues and stakeholders
- Ability to develop and maintain systems, procedures and practice of care services to manage risks and comply with health and safety requirements
- Manage business processes
- Manage and develop yourself and your workforce within care services
- Proficient IT skills with a willingness to adopt and learn new technologies and systems – this includes communication, collaboration, recording and office applications. Training on specific systems will be provided

How to Apply



We are working with our recruitment partner, Jobs with Purpose, to find the right person for this role.

To apply, please email a detailed CV along with a supporting statement (the supporting statement should be no more than three sides) to David Robinson at david@jobswithpurpose.co.uk

Your supporting statement should reflect what makes you a suitable candidate, how you meet the requirements of the Person Specification and any other supporting information relevant to the role.

To arrange a confidential discussion about the role, email David with your availability or contact 07504 102302 (phone or WhatsApp)

The deadline for applications is Monday 24th August 2026 at 12 noon.

Interviews may be held on a rolling basis.

We value every application and thank you for your time, effort and interest. All applications will be acknowledged and responded to at each stage.

If you have any questions or require support with any part of the process, feel free to get in touch with David.

We look forward to hearing from you.

