



EMPLOYMENT PACK

SERVICE LEAD

BETTER LIVES PARTNERSHIP

The Role

Reports to:

Operations Director

Team:

Wider Management
Team

Line Management
Responsibility:

Direct line management
of 6 staff

Hours:

35 hours per week (our
FTE)

Contract Type:

Full Time Permanent

Salary:

Starting at £29,850 FTE

Location:

Stranraer

About Better Lives Partnership

We are a registered charity in Dumfries and Galloway that supports young autistic adults and those who face similar barriers. It is our mission to enable autistic people to lead happy, healthy and fulfilling lives by using a person-centered approach to develop unique opportunities that incorporate; employability, skills, work experience and enterprise which may result in the young person obtaining employment, further training or a volunteering role.



We work with each other and our young people within a supported environment in a kind and caring manner, across our sites in Dumfries and Stranraer. Though each site offers a slightly different range of activities they both offer the same person-centered experience.

Our Unique Selling Points:

- We ensure that the needs and wishes of our young people are at the heart of everything we do, and all our programmes start with them.
- We build upon our young people's existing skills and attributes rather than focusing on a career area.
- Our programme does not have a fixed time limit – enabling each young person the time and support they need to achieve their best outcome.
- Our programme is flexible and is guided by the needs of the young person.
- Our programme is individualised for each young person – and if necessary can be completely bespoke to the individual.
- Young people choose to attend the elements of the Programme which they need to achieve their next steps.

Our Services

The Bridge to Employment Programme (B2E) is Better Lives Partnership's flagship project. It gives young autistic people a structured programme of person-centred accredited learning in their area of interest and expertise, and work-related skills and to prepare them for the next step towards employment, self-employment, education, training or volunteering.

B2E develops unique opportunities for each young person that incorporates one or all of the following; employability, enterprise and the community, independent living and social, mental health and wellbeing.

B2E is unique to Dumfries and Galloway in terms of its delivery style and target group. Through B2E we offer our young people opportunities to develop essential core skills such as being able to travel independently, writing job applications, attending interviews, managing social interactions and working independently.



Better Lives Partnership is delivering an Outreach Programme to Dumfries & Galloway secondary schools designed to support young people 16+ in S4–S6, who are autistic or face similar barriers, towards a positive post school destination. This course provides an opportunity to explore the type of learning and support offered by Better Lives Partnership. The programme runs for up to 12 weeks and includes the chance to achieve Hi-5 Awards and visit a Better Lives Partnership site, gaining valuable insight into the environment and opportunities available through our programme. Transition sessions on site can also be offered to help pupils progress smoothly to Better Lives Partnership should they find that we are the right choice for them after leaving school. This is all being made possible by funding from The National Lottery Community Fund, The Kilgallioch Community Fund and The Holywood Trust.

Our Location

We deliver our programmes from two locations in Dumfries and Galloway. In Stranraer we are based in the Stranraer Campus of Dumfries and Galloway College and in Dumfries we are based at Grierson House at the Crichton.

Our Stranraer site covers the West of Dumfries and Galloway from Gatehouse of Fleet to Stranraer. Our Outreach Programme in the West is delivered at the high schools in Newton Stewart and Stranraer and we are in the early stages of developing Community Outreach.



Our group based at Stranraer is a very diverse group of young people with wide ranging interests and aspirations.

We are currently providing the programme to around 30 young people who attend between 0.5 and 4 days a week. We have a Service Delivery team of 5 (1 Senior Support Worker, 1 Outreach and Employability Support Worker and 3 Employability Support Workers). The team is supported by an Administrative Assistant who is line managed by our Head of Business Support.



JOB DESCRIPTION FOR

Service Lead – West

The Service Lead is a member of the wider Management Team of Better Lives Partnership (BLP) and is line managed by the Operations Director.

OVERVIEW OF THE ROLE

The Service Lead role is key to the delivery and development of our services. They are responsible for ensuring the delivery of high-quality, safe, and person-centred services in the West of the region by leading the team, managing budgets, and maintaining compliance with relevant standards and expectations. They oversee daily operations, support staff through supervision and training, and implement the delivery of the area based Operational Plan. The Service Lead will promote and adhere to the values, philosophy and policies of BLP at all times.

ACCOUNTABILITY

The Service Lead:

- Is a member of the wider Management Team.
- Is accountable to the Board of Trustees via the Operations Director.
- Is line managed by, and will consult regularly with the Operations Director.
- Will report regularly to, and where appropriate will act on behalf of, the Operations Director.
- Will adhere to all procedures and policies as approved by the Board of Trustees.



LOCATION

The post will be based at the site offices of Better Lives Partnership (BLP) in Stranraer, Dumfries & Galloway.



PRINCIPLE RESPONSIBILITIES

- Ensure the effective operation of all BLP services for the West of the region, working to the objectives which will be set out in the Strategic Plan for BLP and work with the Operations Director to create an area-specific Operational Plan and then lead on the delivery of said plan to grow, develop and enhance our service delivery in a sustainable way.
- Provide clear leadership and line management to the delivery team, by providing and ensuring regular support and supervision, annual reviews, training and development. Ensuring BLP services maintain a high standard of delivery and that all BLP policies and procedures are adhered to.
- Maintain strong links with the Senior Management Team, keeping them informed of organisational activities. Prepare internal and external reports as required and advise them of external influences that may have an impact on the organisation's operations. Liaise with the BLP Operations Director as required to keep them updated on service activity for reporting purposes.
- Oversee the operational delivery of accredited qualifications to ensure compliance with awarding body requirements. Ensure the integrity of assessment through rigorous moderation and quality assurance mechanisms.

- Be the named Deputy Safeguarding Lead for the organisation and ensure service users, staff and volunteers have knowledge of and operate within the BLP Child and Adult Protection Policy and Procedure at all times.
- Maintain links to service users through involvement with BLP activities; ensuring services are delivered and developed to meet their needs by listening to and involving service users. Ensure all service users are tracked through our programme using our systems, policies and procedures, ensuring that all service users have a clear understanding of their journey with our service and have active input into their journey in a person-centred way.
- Deputise as needed for the Operations Director or Head of Fundraising and Communications at events, meetings and during periods of leave.
- Budgetary management of the BLP services delivered in the West of the region.
- Attend management days with the wider Management Team, contributing insight on service delivery, outcomes and operational need to support organisational planning.
- Lead on gathering, monitoring and evaluating service performance data to demonstrate outcomes and impact. Provide high quality information, analysis and case studies to the Operations Director and the Head of Fundraising and Communications for reporting to funders, trustees and partners. Be the person responsible for local communications and promotion of the service.
- Review all incoming referrals and actively promote the BLP services to prospective service users.
- Ensure all appropriate risk assessments are completed and reviewed regularly.
- Ensuring that the services meet contractual and funder requirements and reporting on these accurately on a regular basis.
- Promote volunteering within the organisation and ensure that Volunteers have access to the training and support required for their role.

WORKING RELATIONSHIPS

The Service Lead will:

- Meet regularly with their line manager.
- Effectively lead their team through a model of continued support and supervision.
- Facilitate good relationships with service users and their families or support network.
- Liaise with other relevant organisations and foster partnerships whenever possible.
- Promote and adhere to the values, philosophy and policies of BLP at all times.

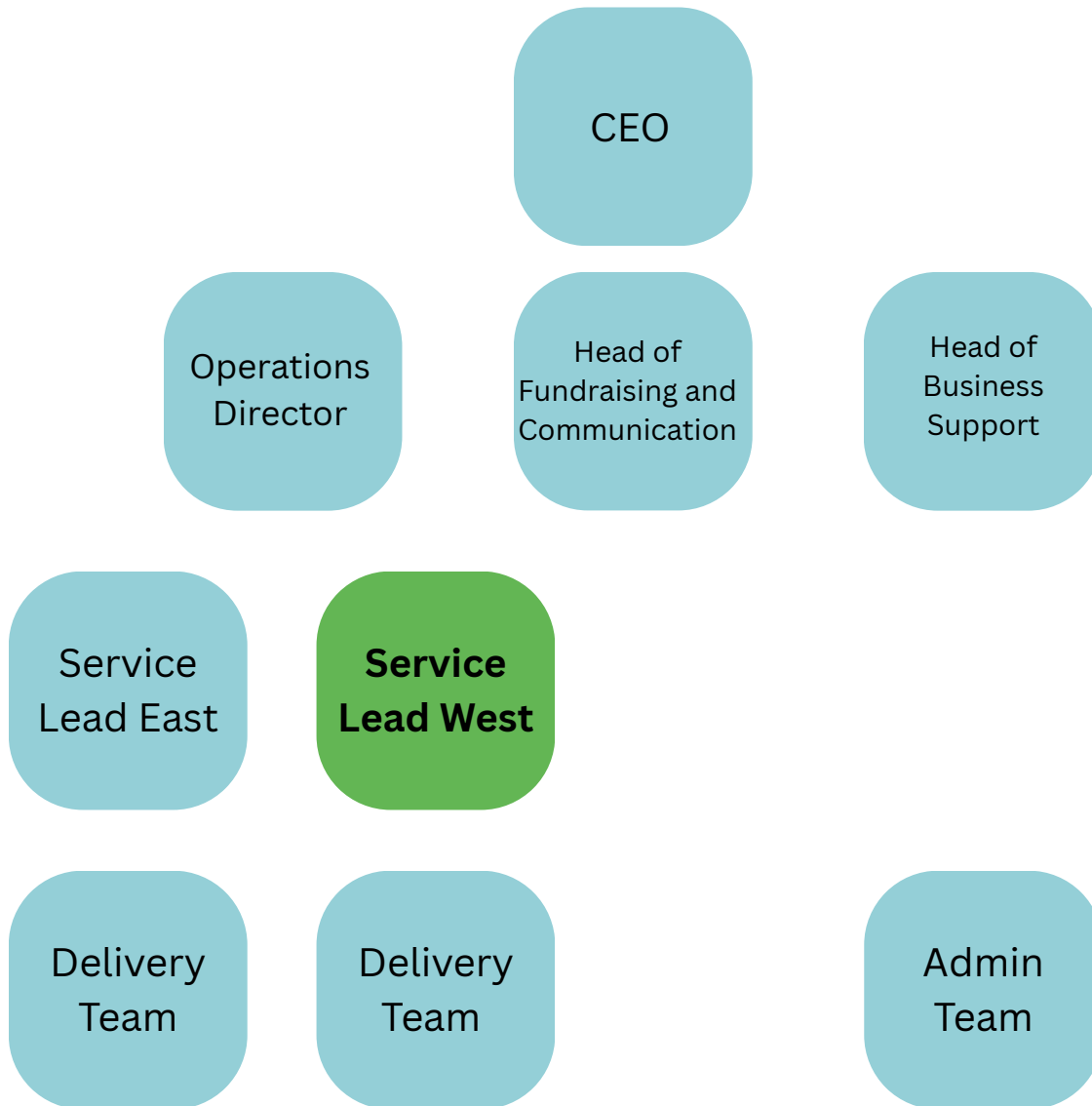
TRAINING AND DEVELOPMENT

The Service Lead will be given the opportunity to develop their own personal development plan in discussion with the Operations Director to ensure skills and knowledge are kept up to date and relevant.



Our Organisation

Better Lives Partnership operates its services from two locations: Dumfries and Stranraer. Our Head Office is based in Castle Douglas. The organisation has a Senior Management team, an Admin team and two site delivery teams.





About You

We are looking for an experienced leader who has experience in Health and Social Care and/or Education.

Qualifications & Experience:

- **Essential:** Qualified to SCQF Level 7 or equivalent in a relevant field (e.g., Health and Social Care, Employability or Education).
- **Desirable:** A management qualification at SCQF level 8 (or above) or equivalent.
- **Essential:** Significant experience in leading and managing teams, implementing performance management, and overseeing service delivery.
- **Essential:** Experience in partnership working with a wide range of partners to include statutory services, third sector organisations and community organisations.
- **Essential:** Working knowledge of statutory obligations (e.g., GDPR, Health & Safety, Safeguarding).
- **Desirable:** Experience in implementing the delivery of outcomes from a Strategic Plan through an Operational Plan.
- **Desirable:** Experience in working with neurodivergent young people.

Skills & Knowledge:

- **Essential:** Proven ability to manage, supervise, and mentor staff, including managing change and improving performance.
- **Essential:** Understanding of disability issues, both learning and physical disability.
- **Essential:** Awareness of Person-Centred Planning approach to supporting neurodivergent people.
- **Essential:** Strong skills in planning, budgeting, managing resources, and implementing policies.
- **Essential:** Excellent interpersonal skills for building relationships with stakeholders, partners, and service users.
- **Desirable:** Knowledge of moderation and quality assurance practice.

Our Priorities

2026 is a very exciting year for Better Lives Partnership, we have embarked on our first ever Strategic Plan. The Strategic Plan will lead to the creation of Operational Plans for each of our service areas to ensure that the delivery of the strategic objectives is matched with the local services. The Service Lead will play a pivotal role in the development of their Operational Plan.



Our Staff Team

We have a dedicated and experienced staff team. As we are not in the regulated environment our staff have created their own Code of Conduct and Practice to ensure we continue to hold ourselves to the highest possible standard. The Code of Conduct and Practice is available on our website under policies.



WORKING FOR BETTER LIVES PARTNERSHIP

Innovative Environment: Our workplace thrives on innovation and creativity. You'll have the chance to bring your ideas to the table and witness them come to life.

Professional Growth: At Better Lives Partnership, we're invested in your growth. With regular staff supervisions, training and staff development days, your career trajectory is in good hands.

Impactful Work: Every project you work on will contribute to meaningful outcomes. You'll be part of a team that's changing lives.

Collaborative Culture: Teamwork fuels our success. You'll collaborate with like-minded individuals who share your dedication and passion.

Work-Life Balance: We believe in a healthy work-life balance. Enjoy flexible working arrangements where appropriate.

If you're excited to be involved in the delivery of our Strategic Plan and lead on this at a local level, we invite you to apply. Don't miss out on this chance to be part of something extraordinary.

SAFEGUARDING

Safeguarding is at the heart of what we do, this post is a regulated role as defined by the Scottish Parliament through the Protection of Vulnerable Groups (Scotland) Act 2007, as updated by the Disclosure (Scotland) Act 2020. We follow safer recruitment guidelines and will ask the successful candidate to complete a Self Disclosure Form. All offers of employment are subject to clearance through a Disclosure Scotland check and receipt of two satisfactory references.





How to Apply

To apply please submit a completed Application Form to info@betterlivespartnership.org.uk, an Application Form can be downloaded from our website:

<https://www.betterlivespartnership.org.uk/join-the-team/>

Applications close Thursday 6th August 12 noon.

For an informal conversation around the post please contact Anne McEwan, Operations Director on amcewan@betterlivespartnership.org.uk to arrange a call.

