



Murray's Initiative
2nd Floor, 14 North Claremont Street
Glasgow G3 7LE
0141 353 1800

JOB DESCRIPTION

Job Title: Service Manager - Wellbeing

Location: Based within Murray's Initiative's Head Office in North Claremont Street with travel throughout Glasgow City for service delivery

Salary: £32,826 per annum

Hours: Full Time - 35 hours per week – Fixed term until end of March 2027 (potential for extension subject to securing continued funding)

Requires one evening per week and one Saturday a month on a rota basis.

We understand that many will have other commitments outside of work and so flexible working, part-time hours or job-sharing arrangements will be considered for the right candidate.

About Us:

Murray's Initiative (formally known as Glasgow Council on Alcohol) is an independent Scottish charity that works to reduce alcohol and drug-related harm at both individual and community levels. Established in 1965, Murray's Initiative adopts a long-term, trauma-informed and asset-based approach to changing the culture around substance use. Its services are built on a person-centred, harm-reduction model, supporting people whether their goal is to reduce consumption or achieve abstinence.

Murray's Initiative offers free, confidential counselling services for people concerned about their own or someone else's drinking. Murray's Initiative delivers a range of interventions including groupwork and employability support as well as a number of holistic and inclusive services, such as a women's service for survivors of gender-based violence, young person's peer education service, LGBTQ+ health and wellbeing support and tailored wellbeing programmes.

Murray's Initiative is also a recognised provider of professional development, offering a comprehensive training portfolio including education aimed at increasing awareness of alcohol use and promoting healthier lifestyles, COSCA Counselling Skills and a Diploma in Integrative Counselling and Psychotherapy.



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Murray's Initiative deliver services over 6 days per week and throughout Glasgow, East Dunbartonshire and East Renfrewshire, helping people make meaningful, positive change in their lives.

The foundation of Murray's Initiative is our supportive and inclusive culture for all who engage and work with us.

About the Role:

The Service Manager - Wellbeing will lead Murray's Initiative's specialist wellbeing services, including the Women's Service for survivors of gender-based violence, the LGBTQ+ service for members of the LGBTQ+ community and the Men's Service for male survivors of trauma.

Reporting to the Head of Community Services, the Service Manager - Wellbeing will provide operational leadership, oversee service development, manage and support staff, volunteers and students, and ensure high-quality, trauma-informed services are delivered across both office and community settings. The role will also contribute to service evaluation, partnership development and continuous improvement, ensuring services remain responsive to the needs of the communities we support.

This post requires membership of the Protection of Vulnerable Groups (PVG) Scheme for protected adults. Successful applicants will be required to join the PVG Scheme.

Key Responsibilities of the Service Manager – Wellbeing :

- Lead the day-to-day delivery, development and continuous improvement of Murray's Initiative's wellbeing services, ensuring high-quality, trauma-informed support that meets contractual outcomes and the needs of participants.
- Provide effective leadership, supervision and performance management for staff, volunteers and placement students, supporting recruitment, induction, wellbeing, learning and professional development.
- Manage referrals, allocations and caseloads, ensuring timely access to services, effective risk management and accurate client records in line with organisational policies.



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- Monitor service performance through effective data collection, quality assurance, evaluation and reporting, producing reports for funders and senior management and using findings to inform service improvements.
- Build and maintain strong relationships with statutory, third sector and community partners, representing Murray's Initiative locally and contributing to partnership working that improves outcomes for participants.
- Promote the wellbeing services through community engagement, networking, digital platforms and collaborative opportunities, increasing awareness, accessibility and service reach.
- Support service planning by identifying opportunities to strengthen capacity, improve participant involvement and develop innovative approaches to meeting community need.
- Ensure services operate in accordance with safeguarding, health and safety, data protection, confidentiality and organisational policies while promoting best practice in trauma-informed care.
- Work closely with the Head of Community Services to contribute to operational planning, service development, funding requirements and organisational objectives.
- Undertake any other duties appropriate to the role as required by the Head of Community Services.

Qualifications and Experience :

We recognise that people develop their skills through a variety of professional and lived experiences. We encourage applications from candidates who can demonstrate many of the following:

- Experience of managing or supervising staff within health, wellbeing, social care, recovery or third sector services, with the ability to motivate, support and develop high-performing teams.
- Experience of delivering or managing trauma-informed services, particularly those supporting women, survivors of gender-based violence, childhood trauma or individuals experiencing multiple disadvantages.
- Demonstrable experience of managing referrals, caseloads, service delivery and performance monitoring within a client-focused environment.
- Experience of preparing reports, analysing service data and using monitoring and evaluation to evidence outcomes and improve service quality.



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- Strong partnership working experience, with confidence in developing relationships across statutory, community and voluntary sector organisations.
- Knowledge of safeguarding, risk management, confidentiality, data protection and professional boundaries within support services.
- An understanding of trauma-informed practice, equality, inclusion and person-centred approaches, together with a commitment to Murray's Initiative's values of Respect, Empathy and Collaboration.
- A relevant qualification in health and social care, community development, counselling, psychology, social work, management or a related discipline is welcomed, although equivalent professional experience will also be considered.

Skills and Competencies:

- Strong leadership skills with the ability to inspire, motivate and support individuals and teams.
- Excellent communication and interpersonal skills with the confidence to build positive relationships at all levels.
- Effective organisational and time management skills, with the ability to balance competing priorities and meet deadlines.
- Ability to analyse information, solve problems and make informed decisions within a fast-paced environment.
- High levels of emotional intelligence, professionalism and resilience when working with individuals affected by trauma.
- Confident IT skills, including the use of case management systems, Microsoft Office and digital communication platforms.
- Commitment to equality, diversity, inclusion and continuous professional development.

Why Join Us?

- Your work will contribute to make a real difference to people's lives.
- Competitive salary and benefits package:
 - Very generous annual leave entitlement: full time employees start with an annual leave entitlement of 37 days (inclusive of 12 bank holidays) which increases with length of service.



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- Duvet days where employees may take time off at short notice.
- Death in service policy.
- Cycle to work scheme where employees can save money on a new bike and spread the cost.
- And much more!
- Opportunities for continuous learning and career development.
- A supportive and inclusive work environment where your contributions are valued.

Application Process:

Interested candidates are invited to apply by completing the online application form which can be found here:

<https://murrays.livevacancies.co.uk/#!/job/details/57>

If you require our application form in another format, please contact HR@murrays.scot

The following is the timescale for the process :

Closing date for applications:	Friday 21 st of August 2026 at 5pm
Shortlisting:	Monday 24 th of August 2026
Date of interviews:	Monday 31 st of August 2026 and Tuesday 1 st of September 2026
Start date:	Monday 5 th of October 2026 or ASAP

Equal Opportunity Employer:

Murray's Initiative is an Equal Opportunities Organisation. We are committed to treating all workers and job applicants fairly and equally, regardless of their sex, pregnancy and maternity, sexual orientation, religion or belief, marital / civil partnership status, age, race, disability or gender identity and expression or any other personal characteristic.

