

About Ewen's Room

Ewen's Room is a grassroots charity based in Lochaber and the Western Isles. We believe that preventing suicide starts early, by giving people the practical skills to look after their own mental health and providing kind, non-judgmental support before things get too much.

Our deeply committed, compassionate team works directly within our remote communities. We provide mental health education in schools, host adult "Open Doors" drop-in sessions, and provide tailored support through small-group or one-to-one therapy.

We are growing to meet the rising mental health crisis in our area. Our goal is to make our support safe, high-quality, and accessible in every corner of Lochaber, while launching our own small businesses to fund our work independently.

Services & Delivery Manager

- ✓ **Salary Bracket:** £36,000 – £40,000 per annum (depending on experience)
- ✓ **Hours:** 21 hours per week, growing to 28 in 2027 (funding dependant)
- ✓ **Location:** Lochaber Area / Hybrid (requires regular travel across localities for quality assurance and school liaison)

Please email your CV and a cover letter to **info@ewensroom.com**, letting us know why you'd like to work with us, and what experience and skills you'd bring to the role.

Please clearly state which role you are applying for.

Applications to be received by:

13th September 2026

Shortlisted candidates will be invited to interview:

6th and 7th October 2026

Ewen's Room is an Equal Opportunities Employer. The charity is totally committed to equal employment opportunities, and we base all our employment decisions solely on merit, job requirements and business needs.

Role Purpose	2
Key Duties and Responsibilities	2
1. Operational Management & Scheduling.....	2
2. Team Leadership & Quality Assurance	2
3. Programme Development & Clinical Governance	3
Required Skills, Qualifications, and Experience.....	3
Essential Criteria	3
Desirable Criteria	4

Role Purpose

The Services & Delivery Manager is a pivotal operational leadership role within Ewen's Room. Moving into our next five-year strategic growth phase, you will assume responsibility for the day-to-day operations, scheduling, and execution of our core mental health services and educational programming. You will line-manage our Locality Education Practitioners and Community Wellbeing Practitioners, ensuring our Wellbeing Education Pathway maintains a high-quality, standardised presence across all target schools, and communities benefit from tailored, effective community wellbeing support. You will ensure that impact reporting is seamless and that our Tier 2/3 referral pathways are logistically robust, functional, and safe for vulnerable service users. You will feed back on-the-ground priorities and needs to strengthen our strategic decision making, funding applications and reporting.

Key Duties and Responsibilities

1. Operational Management & Scheduling

- **Service Scheduling:** Manage the day-to-day scheduling and resource allocation for all educational and community-focused delivery, optimising geographic coverage across Lochaber.
- **Funder Alignment & Compliance:** Coordinate overall service delivery to ensure all commitments, outcomes, and targets set out in funder agreements are consistently met. Collaborate closely with the funding team to draft robust impact reports for current funders and contribute technical delivery models to new funding applications.
- **Hands-on Delivery Support:** Directly assist with project delivery as and when required to support operational capacity, cover absences, or respond to urgent delivery needs.
- **Relationship Continuity:** Act as the strategic, high-level point of contact for school leadership clusters. Serve as the primary operational backup to ensure seamless delivery continuity if a practitioner is absent.

2. Team Leadership & Quality Assurance

- **Line Management:** Directly lead, mentor, and support a geographically dispersed team of Locality Education Practitioners and Community Wellbeing Practitioners and volunteers, fostering a high-performance, supportive, and values-driven culture.

- **Training & Performance Reviews:** Organise training, ongoing professional development opportunities, and regular performance reviews for all staff and volunteers within your team to encourage growth and maintain delivery standards.
- **Quality Assurance:** Establish and execute a robust quality assurance framework. Conduct regular observation visits to schools and community settings to ensure consistent, standardised, and safe delivery of all Ewen's Room programmes.

3. Programme Development & Clinical Governance

- **Curriculum & Content Evolution:** Lead the collaborative development of new modules, toolkits, and educational resources alongside practitioners and therapeutic staff, keeping the core pathway cutting-edge and evidence based.
- **Co-Design Referral Pathways:** Collaborate closely with the Therapeutic Services Manager to co-design and implement robust, safe referral pathways for individuals identified as requiring higher-tier (Tier 2/3) support.
- **Compliance:** Oversee strict adherence to health and safety, data protection (GDPR), risk assessments, and safeguarding policies across all designated service lines.

Required Skills, Qualifications, and Experience

Essential Criteria

- **Proven Management Experience:** Significant operational management or service delivery experience within a third-sector, education, health, or social care setting.
- **People Leadership:** Strong track record of line-managing staff and volunteers, supporting professional development, conducting appraisals and motivating remote or multi-site teams.
- **Educational Context:** Deep familiarity with school environments, the Curriculum for Excellence, and managing operations alongside statutory educational structures.
- **Project & Schedule Management:** Exceptional organisational skills with proven experience handling complex logistics, rotas, and matching practitioner capacity against community demand.

- **Funder Literacy & Data Analysis:** Competence in gathering quantitative and qualitative impact data, translating it into engaging prose for grant reporting and contributing operational insights to funding bids.
- **Advanced Safeguarding Frameworks:** Thorough understanding of child protection and vulnerable adult legislation, with experience managing escalations and multi-agency referral paths.
- **Compliance:** Valid UK driving license, access to a vehicle for community travel/home visits, and eligibility for PVG Scheme membership (Protected Adults & Children) via Disclosure Scotland.

Desirable Criteria

- A degree or equivalent professional qualification in Social Sciences, Education Management, Voluntary Sector Leadership, or a related discipline.
- Direct experience working within remote, rural, or dispersed Scottish communities (ideally Lochaber/Western Highlands).
- Experience in social enterprise models or income-generation projects within a charity framework.