

Welcome from the CEO

Thank you for your interest in joining Pregnancy Counselling & Care Scotland (PCCS) as our Interim Head of Operations.

This is a unique opportunity to lead a small, passionate team that is making a real difference to families across Edinburgh and the Lothians. Every day we support people facing some of life's most challenging circumstances through our specialist perinatal Counselling Service and Baby Bank, ensuring that nobody is left alone to struggle with pregnancy, loss or early parenthood.

The past few years have been an exciting period of growth for PCCS. We have expanded both of our services, moved into larger premises that bring our teams together under one roof, strengthened partnerships with NHS and third sector organisations, and significantly increased the number of families we support. We are proud to have built a strong reputation for delivering compassionate, high-quality services that are trusted by both families and professionals.

This six-month interim role has arisen because I will be taking a planned sabbatical after several years of leading the organisation through this period of growth and change. The charity is in a strong position, with an experienced and committed staff team, dedicated volunteers, supportive trustees and well-established systems and processes. Rather than driving major organisational change, the focus of this role is to provide confident operational leadership, support our team and our fundraising activities, maintain financial oversight and ensure the charity continues to thrive during my absence.

We're looking for someone who enjoys working collaboratively, can provide calm and practical leadership, and shares our commitment to treating every person who comes into contact with PCCS with dignity, compassion and respect.

If you're excited by the opportunity to lead a purpose-driven charity where your work will have a direct and lasting impact on families across Scotland, we'd love to hear from you.

Thank you for considering PCCS as the next step in your career.

Lucy Aitchison

Chief Executive Officer

Pregnancy Counselling & Care Scotland

1. About Pregnancy Counselling & Care Scotland

Our Vision

Nobody is left alone to struggle with pregnancy, loss or early parenthood.

Our Mission

To support families and individuals during pregnancy and early parenthood, or at times of loss, by providing practical and emotional support.

Our Objectives

- To provide professional counselling to anyone struggling as a result of pregnancy, childbirth, baby loss, miscarriage, termination, stillbirth or infertility.
- To provide essential baby equipment, clothing and toys to families experiencing poverty.

Our Values

Everything we do is guided by our core values:

- **Respect & Compassion** – Treating every person with dignity, kindness and understanding.
- **Inclusiveness & Diversity** – Welcoming everyone, regardless of background or circumstance.
- **Collaboration & Connection** – Working alongside families, volunteers, professionals and partners to achieve the greatest impact.
- **Dependability & Flexibility** – Providing trusted, responsive support when it is needed most.

Who We Are

Pregnancy Counselling & Care Scotland (PCCS) is an Edinburgh-based charity supporting families and individuals across Edinburgh and the Lothians during pregnancy, early parenthood and times of pregnancy or baby loss.

For 50 years, we have recognised that practical hardship and emotional wellbeing are often closely linked. Families facing financial crisis frequently experience increased stress and anxiety, while those coping with pregnancy loss, trauma or poor mental health can find everyday life overwhelming.

Our two specialist services work together to ensure people receive the right support at the right time.

Baby Bank

Working closely with over 300 referral partners including midwives, health visitors, social workers and third sector support workers, our Baby Bank provides free, bespoke Baby Packs containing essential equipment, clothing, toiletries, toys and other items for babies aged 0–2 years.

Every item is donated by the local community, carefully checked and prepared by volunteers before being matched to the individual needs of each family.

Specialist Perinatal Counselling Service

Our counselling service provides specialist counselling for anyone affected by pregnancy, miscarriage, stillbirth, neonatal loss, termination, infertility, birth trauma or the emotional challenges of early parenthood.

Delivered by qualified staff and volunteer counsellors, the service offers compassionate, confidential support both in person and online.

A Charity Making a Growing Difference

Demand for both our services has continued to increase significantly as families face rising living costs, increasing mental health challenges and growing financial insecurity.

During 2025/26 we:

- Supported **663 families** across Edinburgh and the Lothians through our Baby Bank.
- Delivered **1,002 bespoke Baby Packs** containing more than **110,000 essential items**.
- Provided **1,307 specialist counselling sessions** to **236 clients**.
- Worked alongside **303 referral partners** across the NHS, local authorities and third sector.
- Benefited from the support of **76 regular volunteers**, who contributed more than **4,500 hours** of their time.

Behind every statistic is a family whose journey became a little easier through compassionate practical and emotional support.

A Year of Transformation

The past year has been one of the most significant in PCCS's history.

Following flooding at our Granton premises in January 2024, we urgently needed a new home for our Baby Bank. The Gyle Shopping Centre kindly offered us an empty retail unit, and this became the first exciting step for the charity. After 18 busy months our unit was taken over by a retailer, and we needed to move again. In August last year we finally moved into our permanent home at Lochside View, Edinburgh Park, bringing our Baby Bank and Counselling Service together under one roof for the first time.

Our new premises have transformed what we can offer by providing:

- More storage capacity for the Baby Bank and for safety checking large donations.
- Dedicated counselling rooms operating five days a week.

- Improved volunteer facilities.
- Greater opportunities for larger volunteer numbers and for corporate volunteering alongside regular volunteers.

Alongside our move, we expanded our staff team, welcomed new volunteers, strengthened partnerships across health and social care, and invested in new digital systems to improve efficiency and enhance the experience of both families and referral partners.

As PCCS celebrates its 50th anniversary, we are in a strong position to continue responding to growing demand while maintaining the high-quality, person-centred services for which we are known.

Working in Partnership

Collaboration is central to everything we do.

Our work depends on trusted relationships with NHS maternity services, health visitors, neonatal teams, GPs, social workers, local authorities and voluntary organisations, all of whom identify families who would benefit from our support.

Equally important are the hundreds of individuals, community groups, businesses and funders whose generosity enables our services to exist. Together with our dedicated volunteers, these partnerships ensure that families receive timely, dignified support when they need it most.

Joining PCCS

Although we are a relatively small charity, our impact is significant.

Our team is ambitious, supportive and committed to continuous improvement. We combine professional expertise with compassion, innovation and collaboration to ensure every family receives the highest standard of care.

As Interim Head of Operations, you will be joining a well-established organisation with strong foundations, experienced staff, committed volunteers and an engaged Board of Trustees. Your role will be to provide confident operational leadership, support our dedicated team and our fundraising activities to ensure PCCS continues to deliver life-changing services throughout the CEO's six-month sabbatical.

2. Job Description

Interim Head of Operations (Fixed-Term Contract)

Job Purpose

The Interim Head of Operations is responsible for the day-to-day leadership and management of Pregnancy Counselling & Care Scotland (PCCS), ensuring the organisation continues to deliver high-quality services throughout the CEO's six-month sabbatical.

Reporting to the Board of Trustees, you will lead the staff and volunteer teams, oversee operational delivery, manage finances, fundraising and organisational systems, and ensure the charity continues to operate safely, efficiently and in compliance with all legal and regulatory requirements. You will maintain the momentum of an established organisation, providing stability and continuity until the CEO's return.

Governance and Leadership

- Provide day-to-day operational leadership across the organisation, ensuring the effective delivery of all PCCS services.
- Work closely with the Chair and Board of Trustees, pulling operational reports together from across the staff team for bimonthly board meetings.
- Ensure PCCS continues to comply with all legal, statutory and regulatory requirements.
- Monitor organisational risks and escalate significant issues to the Board where appropriate.
- Ensure organisational policies, procedures and HR documentation remain current and are implemented effectively.
- Foster a positive, collaborative culture by maintaining effective communication with staff, volunteers and trustees.
- Oversee recruitment, induction and ongoing development of staff where required.

Financial Management

- Manage the approved annual budget, monitoring income and expenditure and providing financial forecasts to the Board.
- Oversee the charity's day-to-day finances, working with the bookkeeper to ensure invoices, payments and reconciliations are completed accurately using Xero.
- Authorise payroll (implemented by external contractor) and oversee employee expenses.

- Review and build the budget draft for 2027/28 in liaison with the staff team and treasurer.
- Assist with preparation of the annual accounts in partnership with the bookkeeper, accountants and Board Treasurer.

Operational Management

- Lead and support the whole staff team, hold regular staff team meetings to ensure effective communication, collaboration and operational planning. Provide individual supervision and wellbeing support.
- **Trust Fundraising** - work alongside the Trust Fundraiser to assist with funding applications, and to jointly monitor and plan quarterly funding applications pipeline.
- **Community Fundraising** – support the Community Fundraiser by assisting in the planning of event opportunities, collaborating on event management and promotion, and individual and corporate donor support and management.
- **Marketing** – liaise with Marketing Officer to plan the schedule of promotion activity, and to review website needs. Oversee any printed resources requirements liaising with staff and external contractors.
- **Baby Bank** – support the staff team and build relations with the volunteer team, liaising with the Baby Bank Lead to give support in planning development, in particular with the digital support for the Baby Pack App. Support volunteering development of both individual and corporate groups.
- **Counselling Service** – support the staff team, liaising with the Counselling Lead to give support in planning development, and build relations with the counselling Team attending Counsellor Team meetings, and provide on-call management support alongside the Counselling Lead.
- **IT** – support and oversee IT systems, information governance and cyber security, working with external contractor to support complex issues. Ensure organisational databases and reporting systems remain accurate, efficient and compliant with data protection requirements.
- **Reporting** – working with service leads, monitor service activity, outputs and performance against agreed targets, working with staff to address operational challenges. Produce operational reports and impact information for the Board, funders and stakeholders using qualitative and quantitative data.
- **Premises** - ensure PCCS premises remain safe, secure and well maintained, acting as the primary contact for landlords and contractors.

Partnership and Relationship Management

- Maintain positive relationships with NHS partners, local authorities, referral agencies, funders, corporate supporters and community organisations.
- Represent PCCS professionally at meetings, networking events and partnership forums as required.
- Respond appropriately to media enquiries and represent the organisation publicly where required.

General Responsibilities

- Uphold the vision, mission and values of Pregnancy Counselling & Care Scotland.
- Maintain confidentiality and comply with GDPR and safeguarding requirements.
- Work flexibly to meet the needs of the charity, including occasional evening or weekend work.
- Undertake any other duties reasonably required by the Board of Trustees that are consistent with the nature of the role.

3. Person Specification

We are looking for an experienced operational leader who can provide stability, confidence and practical leadership during the CEO's six-month sabbatical. You'll bring experience of managing organisational finances and budgets, together with an understanding of charity fundraising, grant management or income generation. You'll be confident working with a Board of Trustees and supporting a small charity where operational leadership, financial management and fundraising all work hand in hand.

Essential

Leadership & Experience

- Experience of working within the charity or voluntary sector.
- Experience of leading and supporting staff.
- Experience of managing budgets, financial reporting and organisational finances.
- Experience of supporting fundraising activities, grant management or working with funders and income generation.
- Experience of working with governance structures, policies and regulatory requirements.
- Experience of managing multiple priorities and responding effectively to changing demands.

Knowledge

- Sound understanding of organisational management, including HR, finance and operational processes.
- Knowledge of good governance and organisational compliance.
- Understanding of risk management, health and safety, and data protection responsibilities.

Skills & Abilities

- Excellent leadership and people management skills, with the ability to inspire confidence and build positive working relationships.
- Excellent written and verbal communication skills, with the ability to communicate effectively with trustees, staff, volunteers, funders and external partners.
- Strong organisational and project management skills with excellent attention to detail.
- Ability to analyse information, identify solutions and make sound decisions.
- Confident using IT systems including Microsoft Office and financial management software.
- Ability to prepare clear reports and present information to a Board of Trustees.

Personal Qualities

- A collaborative and supportive leadership style.
- Self-motivated, adaptable and able to work independently.

- Calm under pressure with a practical, solution-focused approach.
- Commitment to equality, diversity and inclusion.
- Empathy and compassion for people experiencing difficult circumstances.
- Commitment to the vision, mission and values of Pregnancy Counselling & Care Scotland.

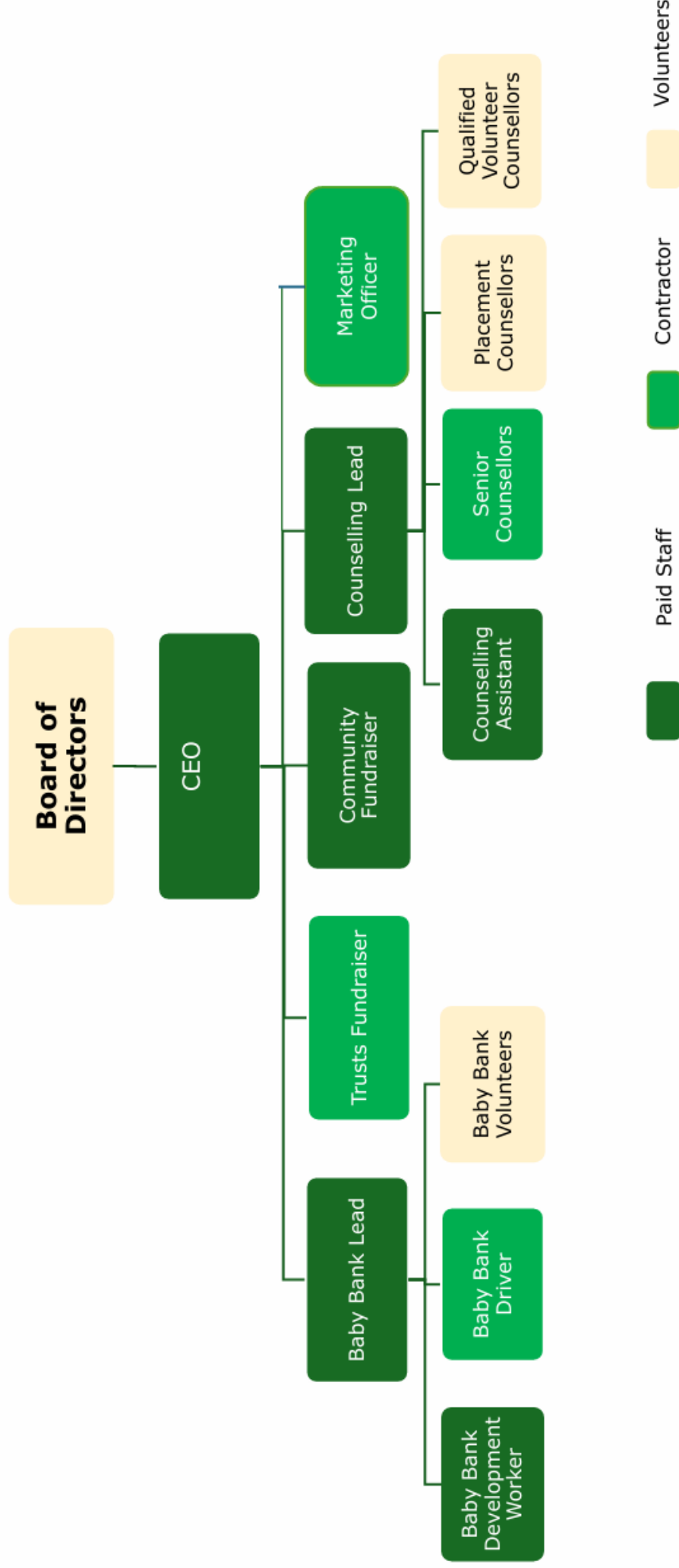
Desirable

- Experience of successfully managing the day-to-day operations of an organisation or service.
- Experience of working with or reporting to a Board of Trustees.
- Experience of working in partnership with NHS, local authorities or other statutory organisations.
- Experience of managing volunteers and supporting volunteer programmes.
- Experience of managing property, facilities or organisational premises.
- Experience of overseeing outsourced services, including payroll, IT support or bookkeeping.
- Experience of using Xero or similar accounting software.
- Knowledge of issues affecting pregnancy, baby loss, early parenthood or families experiencing poverty.

Other Requirements

- Ability to work flexibly, including occasional evening or weekend meetings.
- Right to work in the UK.
- Satisfactory references.
- PVG Scheme membership

PCCS Organisation Chart (August 2026)



4. Terms and Conditions

Job Title

Interim Head of Operations

Salary

£40,000 FTE, equivalent to **£32,000** for 28 hours per week.

Contract

Fixed-Term Contract from **9 November 2026 until 21 May 2027** to provide operational leadership during the CEO's planned sabbatical.

Hours of Work

28 hours per week.

There is flexibility around how these hours are worked, to be agreed with the Chair of the Board. Occasional evening work may be required to attend Board meetings, events or other organisational commitments. Time off in lieu will be provided where appropriate.

Location

The role is primarily based at:

Pregnancy Counselling & Care Scotland

1 Lochside View
Edinburgh Park
EH12 9DH

As this is an operational leadership role, regular presence within the office is essential to support staff, volunteers and the day-to-day running of our services. Some flexibility for occasional home working is available where operational requirements allow.

Pension

You will be automatically enrolled into the PCCS workplace pension scheme with **NEST**. PCCS contributes **4%** of pensionable earnings.

You will receive separate information about the scheme, including your contribution options and your right to opt out should you choose to do so.

Annual Leave

Annual leave is equivalent to **6.6 weeks per year (full-time equivalent)**, inclusive of public holidays.

For this fixed-term, part-time role, annual leave will be calculated on a pro-rata basis.

Employee Assistance Programme

PCCS provides access to an independent **Employee Assistance Programme (EAP)** through **Health Assured**.

The service offers confidential support, advice and wellbeing resources, including a 24-hour helpline, counselling support and practical guidance on a wide range of personal and work-related matters.

Other Benefits

- Flexible working arrangements where operationally appropriate.
- Supportive and collaborative working environment.
- Opportunity to work alongside a dedicated team of staff and volunteers making a meaningful difference to families across Edinburgh and the Lothians.
- Regular supervision and support from the Chair of the Board of Trustees.

5. Recruitment Process

Key Dates

Closing date 5.00pm on Friday 28 August 2026

Interviews Tuesday 1 September 2026

Contract start Monday 9 November 2026

We encourage applications as early as possible and reserve the right to close recruitment early should sufficient high-quality applications be received.

How to Apply

Please submit:

- A current CV.
- A covering letter (maximum two pages) explaining how your experience and skills meet the requirements of the role and why you are interested in joining PCCS.

Applications should be sent to recruitment@counsellingandcare.co.uk

If you would like an informal chat about the role before applying email recruitment@counsellingandcare.co.uk to arrange a suitable time

Selection Process

Shortlisted candidates will be invited to attend an interview with members of the Board of Trustees.

References

The successful candidate will be asked to provide two satisfactory references. These will normally include your current or most recent employer and will only be taken up following a conditional offer of employment.

PVG Scheme

This role is subject to full PVG.

Any offer of employment will be conditional upon the successful completion of the appropriate PVG checks and all other pre-employment requirements.

Equality, Diversity and Inclusion

Pregnancy Counselling & Care Scotland is committed to creating an inclusive workplace where everyone is treated with dignity and respect.

We welcome applications from people of all backgrounds and are committed to ensuring our recruitment process is fair, accessible and based solely on merit.