



Angus Carers Centre
supporting carers

Head of Services and Operations

Full Time | 35 Hours per Week

Salary: £41,000

Help shape the future of support for unpaid carers in Angus

Every day, unpaid carers across Angus provide vital care and support to family members, friends and neighbours. Their contribution is invaluable, yet caring can often impact health, wellbeing, employment, finances and opportunities.

At Angus Carers Centre, we work with and for unpaid carers to ensure they are recognised, valued and supported. Through information, advocacy, wellbeing support and opportunities for connection, we help carers navigate challenges, access support and achieve their own aspirations alongside their caring role.

Established in 1996, Angus Carers Centre has grown to support almost 2,000 adult and young carers across Angus each year. Our dedicated team of 25 staff and over 20 volunteers are passionate about improving lives and ensuring carers' voices are heard at both a local and national level.

Our vision is that all unpaid carers in Angus receive the information, support and recognition they need to feel valued, confident and able to fulfil their own potential.

As we enter an exciting new chapter, there has never been a better time to join Angus Carers Centre. We are about to embark on a new strategic planning process that will shape our vision, priorities and direction for the next five years. This role offers a unique opportunity to influence that journey and help shape the future of support for unpaid carers across Angus.

The Opportunity

This is a pivotal leadership role within Angus Carers Centre.

Reporting directly to the Board of Directors and working closely with the Chief Financial Officer, you will be responsible for translating strategic ambition into operational delivery while ensuring unpaid carers remain at the heart of everything we do.

You will lead and develop our services, support and inspire our people, strengthen partnerships across Angus and beyond, and ensure our organisation is well-positioned to respond to the opportunities and challenges facing carers and the wider third sector.

We are looking for a confident, collaborative and values-led leader with a strong understanding of Scotland's third sector and health and social care landscape.

You will be equally comfortable contributing to strategic discussions, leading and developing teams, influencing partners and stakeholders, and ensuring the delivery of high-quality services that improve outcomes for unpaid carers.

Who We're Looking For

We are seeking someone who understands that the best outcomes for unpaid carers are achieved when organisations work together.

You will have experience developing partnerships across the third sector, health and social care and public sector organisations, with the ability to build trusted relationships that create positive change.

You may already be leading services within a charity, health and social care organisation or community-based service. Equally, you may bring transferable leadership experience combined with a strong understanding of partnership working and the challenges facing carers and communities.

Knowledge of Angus and its key stakeholder networks would be advantageous, but most importantly, you will have the skills, experience and commitment to build meaningful relationships that strengthen support for unpaid carers.

About the Role

As Head of Services and Operations, you will provide leadership across all aspects of service delivery and operational performance.

You will ensure our services are safe, effective, person-centred and responsive to carers' changing needs. You will support and develop staff and volunteers, strengthen organisational performance and sustainability, and work collaboratively with partners to influence positive outcomes for carers.

The role requires a balance of strategic thinking and practical leadership, ensuring the organisation remains focused on both long-term ambitions and day-to-day excellence.

Key Responsibilities

Strategic Leadership and Organisational Development

- Contribute to the development and delivery of the organisation's strategic priorities and future direction.
- Translate strategic objectives into effective operational plans, measurable outcomes and tangible improvements.
- Identify opportunities for innovation, service development and organisational growth.
- Support the organisation to respond proactively to changes in policy, legislation and the needs of unpaid carers.
- Promote a culture of learning, continuous improvement and innovation.

Service Leadership and Operational Management

- Provide strategic and operational leadership across all Angus Carers Centre services.
- Ensure the effective delivery of high-quality, person-centred services for adult and young carers.
- Monitor performance, quality and impact, using data, insight and feedback to drive improvement.
- Ensure services remain accessible, inclusive and responsive to carers' needs.

- Lead on service evaluation, quality assurance and continuous improvement initiatives.

Partnership Working and External Influence

- Develop and maintain productive relationships with Angus Health and Social Care Partnership, Angus Council, NHS Tayside, Voluntary Action Angus, national carer organisations and other key stakeholders.
- Represent Angus Carers Centre at local, regional and national meetings, forums and partnership groups.
- Identify opportunities for collaboration that improve support pathways and outcomes for unpaid carers.
- Promote the organisation's profile, influence and reputation.
- Ensure the voices and experiences of unpaid carers inform service development, planning and decision-making.
- Advocate for carers and contribute to local and national discussions affecting carers and caring communities.

People Leadership

- Lead, motivate and develop a committed team of staff and volunteers.
- Foster a positive, inclusive and supportive organisational culture.
- Oversee recruitment, induction, supervision, performance management and professional development.
- Promote staff wellbeing, collaboration and continuous learning.
- Support succession planning and workforce development.

Governance, Compliance and Risk Management

- Ensure compliance with legal, regulatory and contractual requirements.
- Maintain oversight of safeguarding, health and safety, quality assurance and risk management arrangements.
- Support robust governance processes and reporting to the Board.
- Ensure policies and procedures remain effective, relevant and regularly reviewed.

Financial Management and Sustainability

- Work closely with the CFO to ensure resources are used effectively and responsibly.
- Contribute to operational and financial planning.



- Support organisational sustainability through partnership development and service growth opportunities.
 - Ensure services deliver value, impact and positive outcomes for carers.
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Person Specification

Essential

- Significant leadership experience within the third sector, health and social care, community development or a related environment.
- Experience leading and developing services, teams and organisational change.
- Strong understanding of Scotland's third sector, health and social care landscape.
- Experience developing and sustaining effective partnerships across organisations and sectors.
- Experience representing an organisation at partnership forums, strategic groups and multi-agency meetings.
- Knowledge of governance, safeguarding, quality assurance and risk management.
- Experience of performance management and service improvement.
- Strong communication, influencing and relationship-building skills.
- Experience of understanding and working with budgets and organisational resources.
- Commitment to equality, diversity, inclusion and rights-based practice.
- Understanding of the challenges and opportunities facing unpaid carers and caring communities.

Desirable

- Knowledge of carers' rights, legislation and policy in Scotland.
- Experience working alongside local authorities, Health and Social Care Partnerships or commissioned services.
- Existing knowledge of Angus and its stakeholder landscape.
- Experience in service development, income generation or organisational growth.



- Relevant leadership or management qualification.
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Special Conditions

This post is exempt under the Rehabilitation of Offenders Act.

The post holder will undertake regulated work with children and protected adults and will therefore be required to join and maintain membership of the Protecting Vulnerable Groups (PVG) Scheme in accordance with the Protection of Vulnerable Groups (Scotland) Act 2007 and Angus Carers Centre's Disclosure Policy.

A full driving licence and access to a vehicle for work purposes is desirable.

Why Join Us?

This is a unique opportunity to join a respected and ambitious local charity at a pivotal point in its development.

Working alongside a passionate team, engaged Board and valued partners, you will have the opportunity to shape services, influence change and make a lasting difference to the lives of unpaid carers across Angus.

In return, we offer:

- 31 days annual leave
- 6% employer pension contribution
- Employee Assistance Programme
- Flexible working arrangements, subject to organisational needs
- Learning and development opportunities
- A supportive and values-led working environment
- The opportunity to help shape the future of support for unpaid carers in Angus