



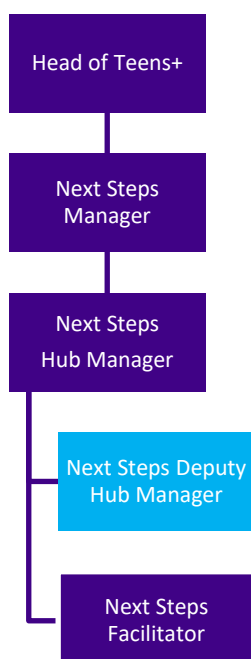
JOB DESCRIPTION

NEXT STEPS DEPUTY HUB MANAGER

Purpose of the role

The Deputy Hub Manager supports the Hub Manager to deliver a safe, high-quality and person-centred Next Steps Programme. The postholder provides day-to-day leadership to the staff team, supports Trainees to progress towards their personal development goals, and takes operational responsibility for the Hub when the Hub Manager is absent.

Organisational position



The Deputy Hub Manager works closely with the Hub Manager, Facilitators and colleagues across Capella.

Principal duties

- Support the Hub Manager with the effective day-to-day running of the Hub, ensuring activity is well planned, appropriately staffed and responsive to Trainees' needs.
- Deputise for the Hub Manager when required, making appropriate operational decisions and escalating significant concerns in line with organisational procedures.
- Provide visible, values-led leadership and contribute to a positive, inclusive and accountable team culture.
- Maintain oversight of allocated actions, records and service priorities, reporting progress or emerging risks to the Hub Manager.
- Oversee more than one Hub space when operationally required.

Quality of service delivery

- Support Trainees to progress through their designated programme using a range of tailored methods and approaches.
- Work within each Trainees Personal Development Plan (PDP), supporting measurable progress towards completion of their goals, objectives and outcomes.
- Support delivery and completion of awards and programmes, including Duke of Edinburgh, Grow and Learn and John Muir, as applicable.

- Help Trainees work towards formal qualifications through registered bodies, including SQA and JASS, as applicable.
- Coordinate and evaluate group and individual work, ensuring activities are purposeful, inclusive and linked to agreed outcomes.
- Monitor the quality and completeness of Trainees files and compliance paperwork, following up actions with Facilitators.
- Support transition planning for Trainees entering or leaving the Hubs.
- Ensure Trainees receive regular reviews and clear, accessible feedback on their progress.
- Attend multi-disciplinary team meetings and lead or contribute when requested.

Leadership and management of staff

- Provide day-to-day guidance, support and direction to Facilitators, helping the team maintain consistent standards of practice.
- Undertake delegated supervision and performance-development activity, in agreement with the Hub Manager and in partnership with HR.
- Support induction, probation and ongoing learning for team members, ensuring required training and development actions are followed through.
- Help plan staffing cover for absence, holidays, events and programme activity, escalating gaps or concerns promptly.
- Support monitoring of sickness, attendance and annual leave in partnership with the Hub Manager and HR.
- Contribute to regular team meetings, reflective practice and communication across the Hub.
- Recognise staff strengths, encourage professional development and address practice concerns promptly through the appropriate management route.

Safeguarding, health and safety

- Promote the safety, wellbeing and rights of all Trainees, ensuring Adult Support and Protection procedures are followed and concerns are reported without delay.
- Ensure individual risk assessments, food-allergy information and relevant safety documentation are accurate, current and understood by the team.
- Ensure medication records and associated paperwork are completed accurately and kept up to date, where applicable.
- Help team members understand their responsibilities under Health and Safety requirements and Capella policies and procedures.
- Ensure staff know the identified First Aiders and Fire Marshals and the location of first-aid boxes, accident and incident processes and emergency information.
- Identify and report building, environmental or operational risks and support timely action to reduce them.
- Be aware of Care Inspectorate e-form requirements and reportable events, escalating to the Hub Manager or relevant senior manager.

Quality, compliance and administration

- Ensure policies, procedures, processes and systems are followed consistently across day-to-day practice.
- Maintain documentation in line with SSSC requirements, Care Inspectorate standards, contractual expectations and organisational procedures.
- Support internal and external audits, quality reviews and improvement activity, taking ownership of delegated actions.
- Ensure Trainee information is accurate and current and that the CRM system is used consistently and to a high standard.
- Liaise with the appropriate colleague regarding data protection and GDPR matters and escalate any concerns promptly.
- Support compliance monitoring and provide clear evidence of completed actions.
- Produce clear updates and reports when requested by the Hub Manager or Next Steps Manager.
- Support with information used for internal or external PR promotions.

Relationships with stakeholders

- Build and maintain constructive working relationships with Trainees, parents and carers, colleagues, volunteers and the local community.
- Work collaboratively with external partners, including education and award bodies, funders, Duke of Edinburgh staff and other agencies as appropriate.
- Contribute accurate information to project, funder and third-party reports when requested.
- Communicate professionally, respectfully and accessibly, ensuring issues are shared with the appropriate person and confidentiality is maintained.

Financial responsibilities

- Support the Hub Manager to operate within the agreed budget and identify potential overspends at an early stage.
- Handle delegated financial transactions, such as expenses, accurately and ensure supporting paperwork is complete and up to date.
- Maintain appropriate financial records and follow organisational controls and authorisation arrangements.

IT and digital systems

- Use Microsoft Office and other relevant digital tools confidently to create, edit and maintain accurate documents and records.
- Use the CRM, Duke of Edinburgh and other online platforms to the required standard.
- Promote timely and accurate completion of digital records and compliance tasks within the team.
- Have an interest in the use and development of AI.

Events and social enterprise

- Support the planning and delivery of social calendar events and take operational responsibility for delegated events when required.
- Help Trainees explore and develop social enterprise ideas based on their interests, strengths and goals.
- Build Trainees' skills in budgeting, business planning and other practical aspects of their social enterprise.
- Identify and source relevant training or support for Trainees' enterprise activity, in agreement with the Hub Manager.

Person specification

The criteria below describe the knowledge, experience and approach needed to carry out the role effectively.

Area	Criterion	Status
Experience	Experience of supporting people with additional support needs or delivering person-centred services.	Essential
Experience	Experience of providing day-to-day leadership, coaching or supervision to colleagues.	Essential
Experience	Experience of maintaining accurate service records, risk assessments or compliance documentation.	Essential
Knowledge	Understanding of safeguarding / Adult Support and Protection, health and safety, confidentiality and data protection.	Essential
Knowledge	Awareness of SSSC Codes of Practice and Care Inspectorate expectations.	Essential
Skills	Strong organisation, prioritisation and problem-solving skills, with the confidence to make proportionate operational decisions.	Essential
Skills	Clear written and verbal communication, including the ability to adapt communication to the audience.	Essential
Skills	Confident use of IT systems, digital records and Microsoft Office applications.	Essential
Approach	A calm, resilient and flexible approach, with sound professional boundaries and a commitment to continuous improvement.	Essential
Qualifications	Relevant qualification in health and social care, education, community learning, management or a related discipline.	Desirable

Area	Criterion	Status
Experience	Experience of supporting accredited learning, awards, employability programmes or social-enterprise activity.	Desirable

Our values

Our people and our values are central to our work. The Deputy Hub Manager is expected to understand, model and promote these values in everyday practice.

Tailored: We always put people at the centre of our work.

Humour: Great things can be achieved when we are happy and have fun.

Resilient: Flexibility, confidence and creativity turn challenges into opportunities.

Integrity: Passion and professionalism are vital for all involved in our organisation.

Value: Everybody deserves respect and we are enriched through our differences.

Empathy: Compassion and care are in everything we do.

Other requirements

- This job description is a guide to the principal responsibilities of the post. Other appropriate duties may be required from time to time, consistent with the level and purpose of the role.
- The postholder must work within Capella policies and procedures and maintain appropriate confidentiality at all times.