

Join us to help improve the lives of disabled children and their families by becoming our next Service Manager



**Job Title:** Service Manager  
Holiday Support and  
Improvement Lead

**Hours:** 30 hours per week – post holder must be available to work during school holidays.

**Location:** Edinburgh with  
possibility of some homeworking

**Salary:** £32,500 (full time annual equivalent salary £40,000)

### **JOB PURPOSE**

The Yard offers play and short break services for children and young people with additional support needs and their families, both at our adventure play centres and through outreach in our communities. We design our services to support the whole family, building communities of support through our welcoming culture of inclusion. The Yard runs services for early years, schools, and families, holiday and youth clubs. In addition to play and family support, we offer expert training on play, inclusion, and disability.

We are looking for a Service Manager who is inspired by our ethos and is excited to bring their knowledge and experience to run our specialised Holiday Support service which is for children with complex medical needs. This service runs during school holiday periods (Monday – Thursday) providing care for children aged 5-18 years. This service is registered with the Care Inspectorate and we are looking for an individual to assume the role of registered manager.

Due to the part-time nature of the role of Service Manager for Holiday this post is being coupled with the post of Improvement Lead. The role of Improvement Lead will span across all of The Yard services in Scotland and will support the Head of Service and Head of Partnerships in ensuring effective evaluation, quality assurance, continuous development and improvement across our services.

The successful candidate will be part of our management team and responsible for making decisions that impact the whole organisation. They'll join a values-led organisation where collaboration and a child-centred approach are embedded in all we do. We are passionate, so being prepared to work at pace and manage competing priorities is essential.

### **ORGANISATIONAL STRUCTURE**

Reports to Head of Service

This post has line management responsibilities for a deputy manager, room leads and a pool of seasonal support staff with our Holiday Support Service.

### **KEY RESPONSIBILITIES**

#### **Service Manager Holiday Support**

- To effectively manage and develop a specialised care service
- Be the organisation's service expert on Holiday Support, providing support and advice to other service managers and team leaders.
- Be the registered manager for the Holiday Support service and ensure the service is compliant and improvement focussed.

Scotland Yard Adventure Centre (known as The Yard) is a registered Scottish Charity SC002538 and Private Limited Company registered in Scotland 101671.

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- Maintain and oversee safe operating practices for services including and not limited to care plans, risk assessment, fire, health and safety, data protection, child protection and activity plans.
- Working with the Head of Service recruit, train, manage and support a team of seasonal support workers.
- Develop and maintain key stakeholder relationships including social workers, allied health professionals, university and colleges, head teachers, parents and carers.
- Develop and manage the budget for services within their remit.
- As a member of the Senior Management Team (SMT) for the organisation, contribute to the operational leadership and management of the organisation.
- Ensure that you and your team works within The Yard's policies and employee handbook.

*Implicit in this job description is the Scottish Social Services Council Code of Practice. This is to:*

- Protect and promote the rights and interest of individuals and carers.
- Build and maintain the trust and confidence of individuals and carers.
- Recognise that individuals have the right to take risks and will work with them to understand and manage those risks.
- Be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills.
- Uphold public trust and confidence.

As a Service Manager within The Yard, you will also be responsible for ensuring that you provide a work environment that is consistent with the SSSC Codes of Practice for Employers.

#### **Improvement Lead**

- Work in partnership with the Head of Service to deliver The Yard's Quality Assurance system across all services that support children and families.
- Support the delivery and development of evaluation methods within The Yard to evidence impact across all service in partnership with the Head of Partnerships.
- Lead the delivery of time limited projects to support continuous development and improvement of Yard services.
- Work with staff, volunteer, children, young adults and families involved with The Yard in participatory activities to support ongoing service design and development.

#### **AUTHORITIES AND LIMITATIONS**

Authority to purchase up to the limit of the delegated authority approved by the Board

#### **KNOWLEDGE, SKILLS, QUALIFICATIONS, COMPETENCIES**

##### **Essential qualities and experience:**

- Experience of day-to-day management of a support provision.
- Proven track record of successfully leading and managing a diverse team.
- Previous experience managing a diverse range of stakeholders with competing priorities and building constructive relationships.

- Financial understanding and knowledge of managing a budget within agreed parameters.
- Resilient, able to work in a frequently changing environment with competing priorities.
- Self-starter, comfortable working on own initiative and without close supervision.
- Ability to develop creative approaches and solutions to problems and situations.
- Demonstrable knowledge of regulated services (such as the Care Inspectorate and SSSC), and the ability to lead the service to excellent inspection outcomes.
- Demonstrable knowledge of standards and guidance appropriate to the services The Yard provides.
- Strong communication skills with the ability to alter communication style to meet the needs of the individual.
- Hold a qualification that meets the SSSC qualification requirement for a practitioner in Daycare of Children services (SCQF Level 7) and/or working towards qualification requirement for a Registered Manager (SCQF Level 9).
- Strong IT skills, including experience of using MS programs.

**Desirable qualities and experience:**

- Experience in paediatric services and or disability services.
- Working as part of a management team.
- Full clean driving license.
- First Aid at Work / Paediatric First Aid qualified.
- IOSH / Health and Safety at Work trained.