

Right There

Job Pack

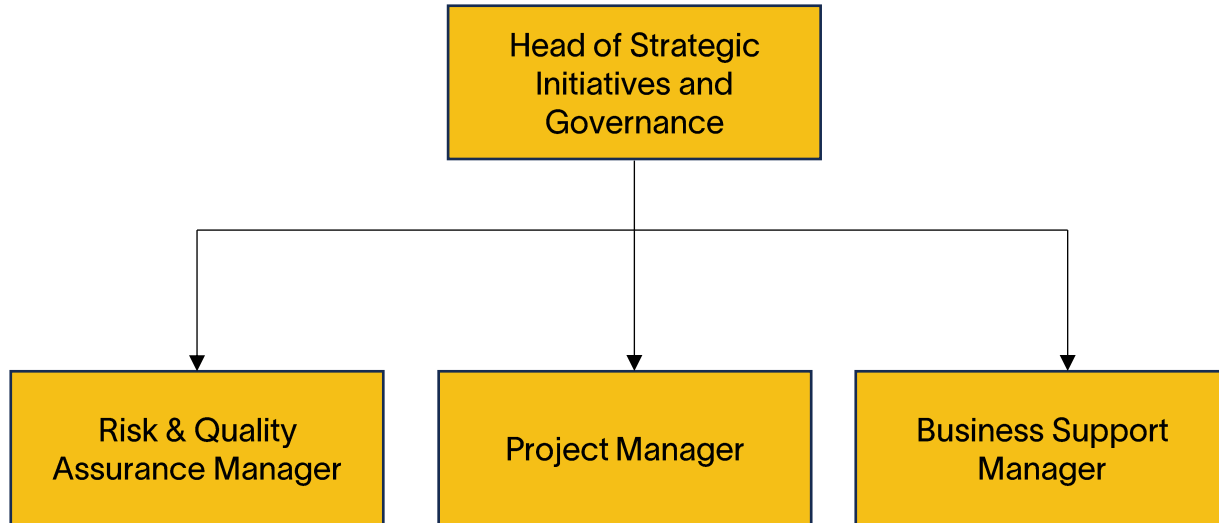
Project Manager

(April 2026)

Preventing
homelessness,
one person
at a time

Job Purpose

Project Manager



The Project Manager reports to the Head of Strategic Initiatives and Governance and will:

Play a pivotal role in driving organisational change through the effective implementation of strategic initiatives.

Oversee and optimise Right There's project portfolio to enhance capabilities, streamline processes and achieve strategic organisational objectives.

Be responsible for proactively leading collaboration and engagement across the strategic transformation portfolio and helping to build the change capability and effectiveness we need today and tomorrow to be a high performing, sustainable organisation.

Work closely with colleagues across the organisation to enable and embed a project management approach that delivers outcomes that produce tangible benefits for the people we support and the wider organisation, aligned to our strategic priorities.

About Right There



We are Right There, a charity celebrating our 200th anniversary in 2024. We provide tailored support for people, at home, and in the community. We are here for people who are living with the effects of homelessness, poverty, addiction, or family breakdowns. Last year we supported almost 4,000 individuals, helping to prevent them from becoming homeless or separated from the people they love.

We are here to offer the right support at the right time, including breaking down financial barriers; accessing the private rental market; linking up with local health, employment and training services to help people make connections within the community; and, helping people feel happier, safer, and more confident to take steps to improve their own lives.

Every person's story is unique, and everyone's route home is different, so we tailor our response to the individual. We want to challenge stereotypes – it doesn't matter what the situation is – we're not here to judge, only to help.

Our approach is about creating trusting relationships and nurturing people's strengths, and our 200 dedicated staff, mentors and volunteers play a crucial role in this.

Our key areas of focus



For People

We provide tailored support for children and adults to help individuals and families feel happier, create stronger bonds and stay together.



At Home

We provide safe and supportive places to call home for people of all ages, from any circumstances, for as long as they might need it.



In The Community

We provide the tools for people to live independently and build their lives within their community, creating their own safe and secure homes.

Our Vision

A world where everyone has an equal chance to create a safe and supportive place to call home.

Our Mission

We meet people where they are in life with no judgement; walking alongside those who need support, and preventing them becoming homeless or separated from the people they love.

Values

At the heart of Right There is our values. And we are proud to live these every day; to be the best we can be for those involved in our work.

Respect

We treat everyone the same way - with dignity and respect. You'll find no judgement here.

Integrity

We take great pride in having high standards and transparency about our goals and progress as a charity.

Compassion

We understand the importance of empathy, and the power of a shoulder to lean on.

Aspiration

We believe firmly in the goodness in people; their strengths and what makes them unique.

Reflection

We are always learning to be the best we can be.

Roles & Responsibilities

1. Project planning and execution

- Develop comprehensive project plans, outlining scope, goals, timelines, and resource requirements
- Execute strategic initiative projects from initiation to completion, ensuring adherence to project milestones and deadlines
- Monitor and report on project progress, addressing any deviations and implementing corrective actions

2. Collaboration and engagement

- Demonstrate strong business partnering skills to ensure buy-in from colleagues for plans
- Collaborate with key stakeholders, including leadership team, senior management, and cross-functional teams, to include a range of perspectives to understand business requirements and ensure alignment with digital transformation goals
- Foster positive engagement and connectivity across the organisation
- Work closely with the Head of Strategic Initiatives and Governance, facilitate communication plans for transformation activities to keep stakeholder informed about project and manage expectations and ensure alignment to strategic goals throughout the project lifecycle

3. Management information, data and insights

- Define and monitor KPIs to evaluate the performance of projects within the portfolio
- Produce data and insights that are meaningful, maintained, accurate and up-to-date to facilitate informed decisions, reporting and communications
- Regularly report on the status, progress and impact of projects to Leadership Team and other relevant stakeholders
- Drive continuous improvement in processes and systems to enhance management information
- Conduct post-implementation reviews to assess the success of completed project and identify areas of improvement
- Work with colleagues to help turn data into insight and foster a culture of evidence-driven decisions

4. Resource Management

- Coordinate with various departments to allocate and manage resources effectively, including personnel, budget, and technology
- Anticipate potential resource constraints and proactively address them to prevent project delays

5. Strategic alignment and portfolio planning

- Gain a deep understanding of the organisation's overall strategic objectives, goals, and vision
- Ensure that each project within the portfolio is aligned with the organisation's strategic priorities
- Collaborate with stakeholders to identify and select projects that contribute most effectively to the strategic objectives
- Optimise the allocation of resources (financial, human, and technological) across the project portfolio to maximise efficiency and effectiveness
- Anticipate potential resource constraints and proactively address them to prevent roadblocks and delays
- Identify and assess risks associated with digital transformation projects, developing mitigation strategies to minimize potential negative impacts
- Implement risk management plans and ensure the project team is prepared to address unforeseen challenges
- Establish and enforce quality assurance processes to guarantee the reliability and effectiveness of digital solutions
- Conduct regular reviews and audits to assess the impact of digital initiatives on overall business performance

6. Risk Management and Governance

- Identify and assess risks associated with digital transformation and strategic projects, developing mitigation strategies to minimize potential negative impacts
- Implement risk management plans and develop contingency plans to address unforeseen challenges
- Establish and enforce a portfolio governance framework to guarantee the reliability and effectiveness of proposed solutions
- Conduct regular reviews and audits to assess the impact of strategic initiatives on overall business performance

7. Change Management and Innovation

- Apply a structured methodology and lead change management activities to deliver strategic priorities and facilitate smooth transitions
- Leverage a change management methodology, process and tools that support innovation and foster a culture of creative thinking and solutions focus
- Provide guidance and support to employees to ensure successful adoption of new processes and procedures, including relevant training and engaging change agents to drive adoption of change
- Help develop an agile organisation where people are accountable and able to adapt to a rapidly changing sector

8 . Technology implementation

- Oversee the implementation of digital technologies and solutions, ensuring they align with organisational objectives and contribute to improved efficiency and effectiveness
- Collaborate with consultants, managed service providers and external vendors to integrate new technologies seamlessly

Essential skills and experience



- ✓ Proven Project Manager and change management experience, specifically in strategic transformation projects
- ✓ Degree or equivalent in relevant field
- ✓ Excellent organisational and leadership skills
- ✓ Strong credibility and capable of working at all levels
- ✓ Well developed communication, influencing and communication skills with a focus on collaboration and engagement
- ✓ Strong strategic thinking and leadership skills
- ✓ Ability to lead projects in a fast-paced environment

Desirable Knowledge

- ✓ Project Management, or equivalent, qualification
- ✓ Evidence of formal management development relevant to post
- ✓ Experience of working in a large, complex values-driven organization
- ✓ Experience of working closely with budget management and cost control
- ✓ Knowledge of non-profit sector is welcomed but not essential

Role Details

Contract: Full time, permanent, 35 hours per week.
Salary: SCP 39–42 (£44,436–£47,934)
Reporting to: Head of Strategic Initiatives and Governance

- Working hours are 35 per week worked Monday to Friday between the hours of 09.00am and 5.00pm with one-hour unpaid break. Contracted hours can be worked flexibly in agreement with the line manager.
- Your core place of work will be in 15 Dava Street, Glasgow G51 2JA.
- You may be required to work from such other place as the organisation may reasonably require from time to time.
- Annual leave entitlement of 210 hours holiday (equivalent to 6 weeks) pro rata per year in the first year rising to 280 hours (equivalent to 8 weeks) pro rata per year in the second. This includes public holidays.
- All appointments are subject to a minimum of a 12-week probationary period.
- You will be automatically enrolled into the People's Pension provided you meet auto enrolment criteria. Deductions will be taken from your first monthly salary.
- It is the nature of the work of Right There that tasks and responsibilities are, in many circumstances unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises.

How We Equip Our People to Thrive

Contractual Benefits

- Opportunities to work flexibly around the needs of your programme.
- Above the Real Living Wage employer and paid overtime for Programme staff who are on rota to work over Christmas and New Year.
- Jury Duty tops-up on top of your allowance to equate to full pay.
- 6 weeks annual leave, rising to 8 after a year (plus you can purchase and sell up to 5 days).
- Contributory pension with the Peoples Pension from day one, provided you meet auto-enrolment criteria. Employer and employee contributions are at 5%.
- Life insurance at 4 x your salary through YMCA Group Life Assurance Scheme.

Development and Wellbeing Benefits

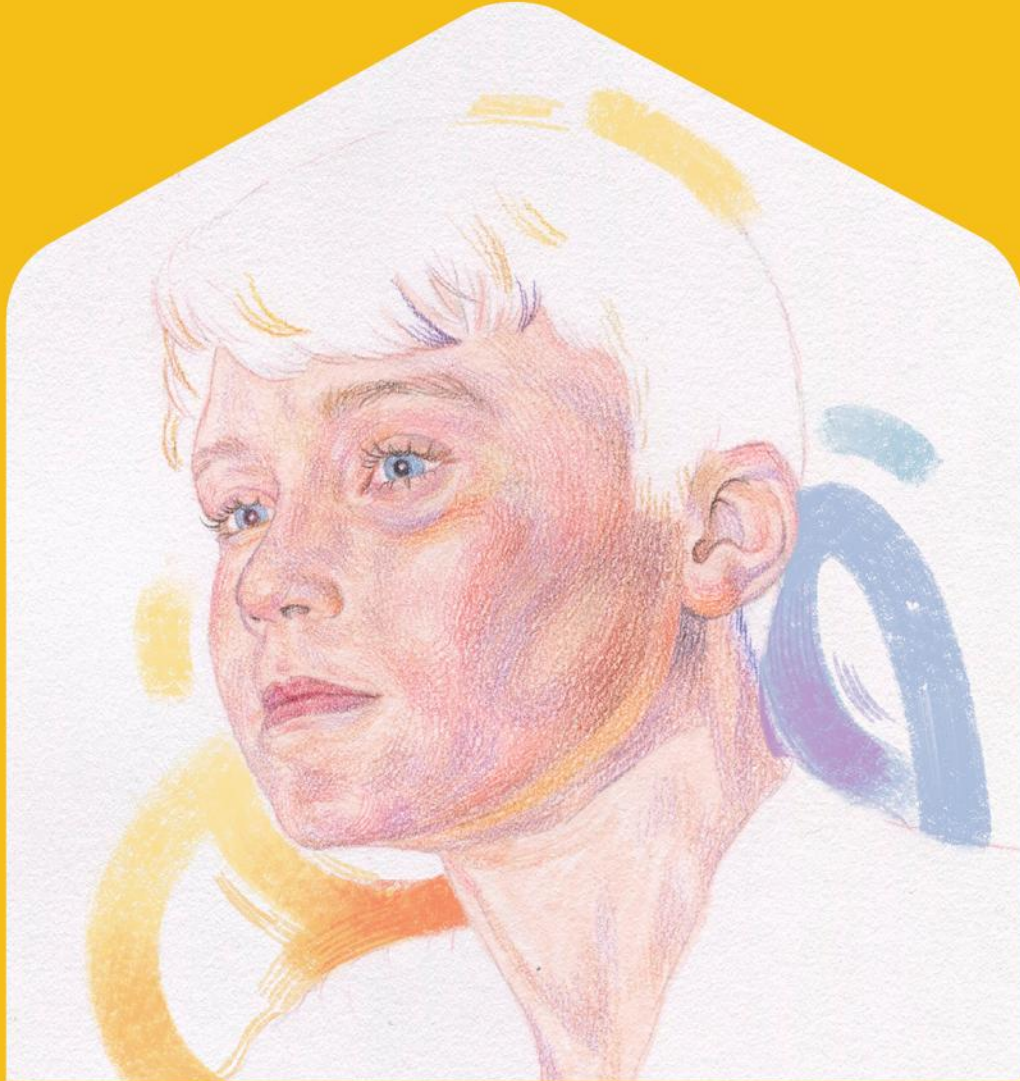
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development opportunities, such as being trained on our trauma informed People First approach, and access to our annual plan of training and development relevant to your role and growth.
- For appropriate roles, funded SVQ 2, 3 and 4 qualifications.

Enhanced benefits

- Enhanced maternity, adoption and shared parental leave with 26 weeks full pay and 26 weeks half pay.
- Enhanced paternity leave of 4 weeks paid leave.
- Up to 5 paid days for compassionate leave for the loss or serious illness of a loved one.
- For those who qualify, full pay for Neonatal care leave of up to 12 weeks (inclusive of statutory neonatal care pay).
- 2 weeks full pay for Parental Bereavement Leave.

Additional Benefits

- Access to Health Shield, where you can set up a monthly payment plan to access additional wellbeing services, including GP Anytime, payment towards dental care, glasses, massages and physiotherapy.
- Cycle To Work Scheme – hop on your bike to feel healthier and save money.
- Glasgow Credit Union – join to receive offers on loans, savings and mortgages to people who live and work in the Glasgow 'G' postcode.
- Refer a Friend to come work with us and receive £100 (conditions apply)
- As a charity worker you can purchase a [Blue Light Card](#) for £4.99 for two years, offering you access to over 15,000 discounts with local, regional and national UK brands. These discounts are available online and in-store across many categories.
- [Company Shop](#) also offer discounted items to you within their stores
- Sign up for a chance to win free tickets to live events at [Concerts for Carers](#).



www.rightthere.org
hello@rightthere.org

Follow us search 'Right There':



Thank you.

**Good luck with your
application.**

**For People.
At Home. In the Community.**