

# Right There

Job Pack

Director of Operations  
(Property and Enterprise)

June 2026

Preventing  
homelessness,  
one person  
at a time

# Welcome



Thank you for your interest in Right There, and in this newly created role on our Leadership Team.

We are a charity that recently celebrated 200 years of standing alongside people in Scotland. Last year we supported almost 4,000 people to stay in their homes and stay connected to the people they love. This role exists to make sure the homes, buildings and enterprise behind that work are safe, sustainable and ready for the future – and to grow new income that lets us do even more.

If you lead property and operations with a commercial mind and a people-first heart or are seeking a change in direction after years in commerce, we would love to hear from you.

# About Right There



We provide tailored support for people, at home and in the community. We are here for people living with the effects of homelessness, poverty, addiction or family breakdown. We meet people where they are, with no judgement – walking alongside them and offering the right support at the right time.

Everyone's story is unique, and everyone's route home is different, so we tailor our response to the individual. Our approach is about building trusting relationships and nurturing people's strengths, and our 200 staff, mentors and volunteers are at the heart of it.

# What We Do



## For People

Through counselling, mentoring and coaching, we help people feel happier, safer and more confident to take steps to improve their own lives.



## At Home

From emergency accommodation to supported and next-step housing, we provide safe and supportive places to call home.



## In The Community

Through outreach, help to rent and family support, we help people live independently and build strong community connections.

## **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

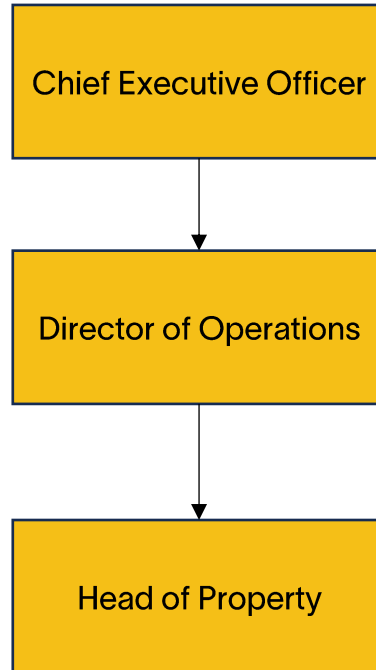
We believe firmly in the goodness in people; their strengths and what makes them unique.

## Reflection

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

# The Opportunity

## Director of Operations (Property and Enterprise)



This is a newly created role, and a pivotal one. You will shape and lead Right There's approach to property, asset management and enterprise – making sure our homes, buildings and infrastructure are safe, effective, financially sustainable and aligned to our strategy.

Reporting to the Chief Executive, you will lead our property function – a portfolio of over 600 properties, mostly around Glasgow, together with repairs, maintenance, compliance, fleet and related infrastructure. At the same time, you will grow commercially minded opportunities, including our Furnish Forward reuse shop, that build our long-term resilience and generate new income.

As a member of the Leadership Team, you will work closely with the Chief Executive, Directors of Programmes, Finance and People, and Income Diversification and Messaging, offering expert strategic leadership and constructive challenge to help shape our direction, strengthen performance and deliver our mission.

# What good looks like

This role is about more than keeping buildings standing. It is about making property and enterprise work harder for the people we support – safer homes, smarter spending, and new income streams that help us do more. Here is what success looks like.

## In your first six months

- You can give the Leadership Team and Board a clear, commercially considered picture of our portfolio – every property, its status and a simple red/amber/green rating – so everyone knows exactly where we stand.
- There is real clarity on where we are financially exposed – for example, what a void property is actually costing us – and the beginnings of a plan to bring that cost down.
- Furnish Forward is growing, with stock, donations and a sales channel mapped out and ready to scale.
- You have a credible concept, and a costed business case, for building services and trading – putting our skilled trades to work efficiently and commercially, with boots on the ground.
- Our property is mapped against programme needs across our local authority areas, so the right spaces support the right services.
- You combine the theory and the practice of procurement and delivery – turning ideas into things that actually happen.

## By the end of your first year

- Your teams are stable, motivated and working in a leaner, more effective way, with clear standards and accountabilities.
- The property team is starting to act as a rechargeable service provider, generating some of its own revenue.
- Reactive, unplanned spend is falling because we are planning ahead and investing well.
- There is a clear, ambitious view of where enterprise can go next – including where Furnish Forward and social enterprise could expand into funding, apprenticeships and new services.
- You are a valued and trusted colleague on the leadership team

## Day to day, you are the person who

- Turns data and insight into decisions – you spot the patterns, weigh the options and make the call.
- Brings calm, commercial judgement to problems, balancing mission, money and risk.
- Identifies what matters, directs the work and escalates early when something is off.
- Challenges well at the top table and is just as comfortable walking a property or sitting with your team.
- Connects the dots between property, programmes, finance and fundraising, so plans are joined-up and practical.
- Maintains the morale, wellbeing and high performance of all those under their leadership

# What you will be responsible for

## Strategic leadership as part of the Leadership Team

- Act as a key contributor, decision-maker and constructive challenger within the Leadership Team.
- Lead strategic plans for property, infrastructure and enterprise, identifying the challenges, opportunities and investment priorities that support our growth.
- Work with colleagues to put our vision and strategic direction into practice.

## Property, assets and infrastructure

- Lead the property function as a central enabler for our programmes, people and future growth.
- Be accountable for property and asset management across a portfolio of 600+ properties, including planned, cyclical and reactive maintenance, repairs, voids, compliance and investment planning.
- Set a clear, long-term approach to asset lifecycle planning, property performance, sustainability and value for money.
- Keep our portfolio aligned to current and future need, with oversight of fleet and facilities where these sit within your remit.

## Operational excellence, systems and performance

- Build a culture of consistency, improvement and high standards across the property function.
- Develop the systems, data, KPIs and reporting that give clear sight of property performance, cost and risk – including turnaround times and where we are financially exposed.
- Find opportunities to improve efficiency, productivity, experience and cost – and monitor performance rigorously, with clear standards and accountabilities.

## Compliance, health and safety, and risk

- Make sure all properties and related environments meet health and safety law, regulation and best practice.
- Provide strategic oversight of compliance, including statutory checks, maintenance assurance and safety standards, with robust governance and a clear audit trail.
- Keep a close eye on property, facilities and operational risk, and keep the Leadership Team ahead of significant legislative change.

# What you will be responsible for

## Enterprise and commercial development

- Lead the growth of social enterprise and commercially minded activity linked to our property capability, assets and skilled trades.
- Scale Furnish Forward and develop new income streams such as building and maintenance services, outsourced trades, and employability or apprenticeship opportunities.
- Take ideas to market – scoping services, building the business cases, appraisals and options, and testing each one for mission fit, financial viability, capacity, risk and sustainability.
- Work with the Director of Income Diversification and Messaging so enterprise complements our wider income and funding strategy.

## Working across Right There

- Work with the Director of Programmes so property and infrastructure support safe, high-quality delivery across all our services and local authority areas
- Work with the Director of Finance and People on budgets, procurement, governance, workforce planning and risk.
- Build strong relationships with partners, landlords, contractors and suppliers, and represent Right There credibly in external forums.

## Leading your team

- Lead, inspire and develop the property and related teams, building a collaborative, accountable and results-driven culture.
- Develop capability, structure and succession so the function can meet today's needs and tomorrow's ambitions.
- Make sure people are clear on priorities and standards, and are supported to perform – acting as a visible, values-led senior leader.

## Financial leadership

- Be accountable for the financial performance of your directorate – budgets, forecasts, efficiency and value for money.
- Plan and manage property, maintenance and enterprise activity within approved budgets, with clear organisational benefit.
- Contribute to business planning, financial modelling and investment decisions, helping reduce reactive spend and build long-term resilience.

# What you will bring



We are less interested in a long checklist than in the right mix of character, judgement and expertise. More than anything, we want someone who leads with our values – and who brings the following.

- ✓ **A people-first leader.** You lead with compassion and care, and you never lose sight of the fact that a “void” or a “repair” is someone’s home. You build and develop high-performing teams through clear, supportive and accountable leadership.
- ✓ **A property and assets leader.** Significant senior experience in property, asset management, estates, facilities or a related operational role, with a track record of leading complex functions and clear accountability for performance, compliance and improvement.
- ✓ **A commercial mind.** Real commercial acumen, with experience of social enterprise, trading or commercial service development, and the imagination to identify, appraise and develop opportunities that stack up financially and strategically.
- ✓ **An improver and transformer.** Strength in strategic asset planning, compliance and maintenance, and a history of leading transformation, better systems and data-led decisions – turning a concept into a real, delivered outcome.
- ✓ **Financially confident.** Strong financial management – budget accountability, cost control, and the judgement to weigh investment, value for money and where the organisation is exposed.
- ✓ **Credible at the top table.** You communicate, influence and build relationships well, and you have the confidence to support and challenge at executive and board level.
- ✓ **Grounded in integrity.** A strong grasp of risk, governance and compliance in a complex organisation, the ability to work across teams while holding clear accountability, and a commitment to work of impeccable integrity.

# What you will bring



## It would also help if you have...

- ✓ Experience of a charity, housing, social care, supported accommodation or other mission-led setting, and an understanding of the needs of people experiencing homelessness or disadvantage.
- ✓ A relevant professional qualification in property, asset management, facilities, construction, engineering or a related field.
- ✓ An understanding of sustainability, the circular economy or environmentally responsible asset practices.
- ✓ Familiarity with the principles of a Psychologically Informed Environment (PIE).

*None of these "desirable" points are dealbreakers. If you bring most of what is above – and the right values – we would still love to hear from you, including if this would be a step up or a change of direction for you.*

# Living our values

Our values shape how we lead, not just what we deliver. We expect this role to bring them to life every day – in the team, across the organisation, and in how you communicate and act at Board and Leadership Team level.

Our value	What it looks like in this role	At Board and Leadership Team level
<b>Respect</b> <i>We treat everyone the same way – with dignity and no judgement.</i>	You treat contractors, tenants, colleagues and the people we support with the same dignity. A repair done well is a mark of respect for someone's home.	You bring honest, respectful challenge, listen across directorates, and make sure property decisions reflect the people behind them.
<b>Integrity</b> <i>We take pride in high standards and transparency about our goals and progress.</i>	You hold high standards for safety and compliance, and you are open about what is working, what isn't, and what it costs.	You give the Board a straight, evidence-based picture with no surprises, and you own the numbers, the risks and the decisions.
<b>Compassion</b> <i>We understand the importance of empathy, and the power of a shoulder to lean on.</i>	You lead your team with empathy, and you weigh every commercial decision against its human impact.	You advocate for choices that keep people safe and supported, and you bring that perspective to the top table.
<b>Aspiration</b> <i>We believe firmly in the goodness in people, their strengths and what makes them unique.</i>	You see the potential in your team, our buildings and our assets, and turn it into safer homes and new income.	You bring ambition and imagination, helping Right There grow and diversify so we can do more for more people.
<b>Reflection</b> <i>We are always learning to be the best we can be.</i>	You use data and feedback to keep improving, learning from what goes wrong as much as what goes right.	You model curiosity and continuous improvement, and help the Leadership Team learn and adapt.

# Role Details

**Contract:** Full time, permanent, 35 hours per week.  
**Salary:** £73,283 - £79,665 per annum  
**Reporting to:** Chief Executive

- Working hours are 35 per week worked Monday to Friday between the hours of 09.00am and 5.00pm with 1-hour unpaid break.
- Your core place of work will be Rosemount Business Park, Unit E2, 141-45 Charles Street, Glasgow, G21 2QA. Hybrid working available with 3-days in the office.
- 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 in 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

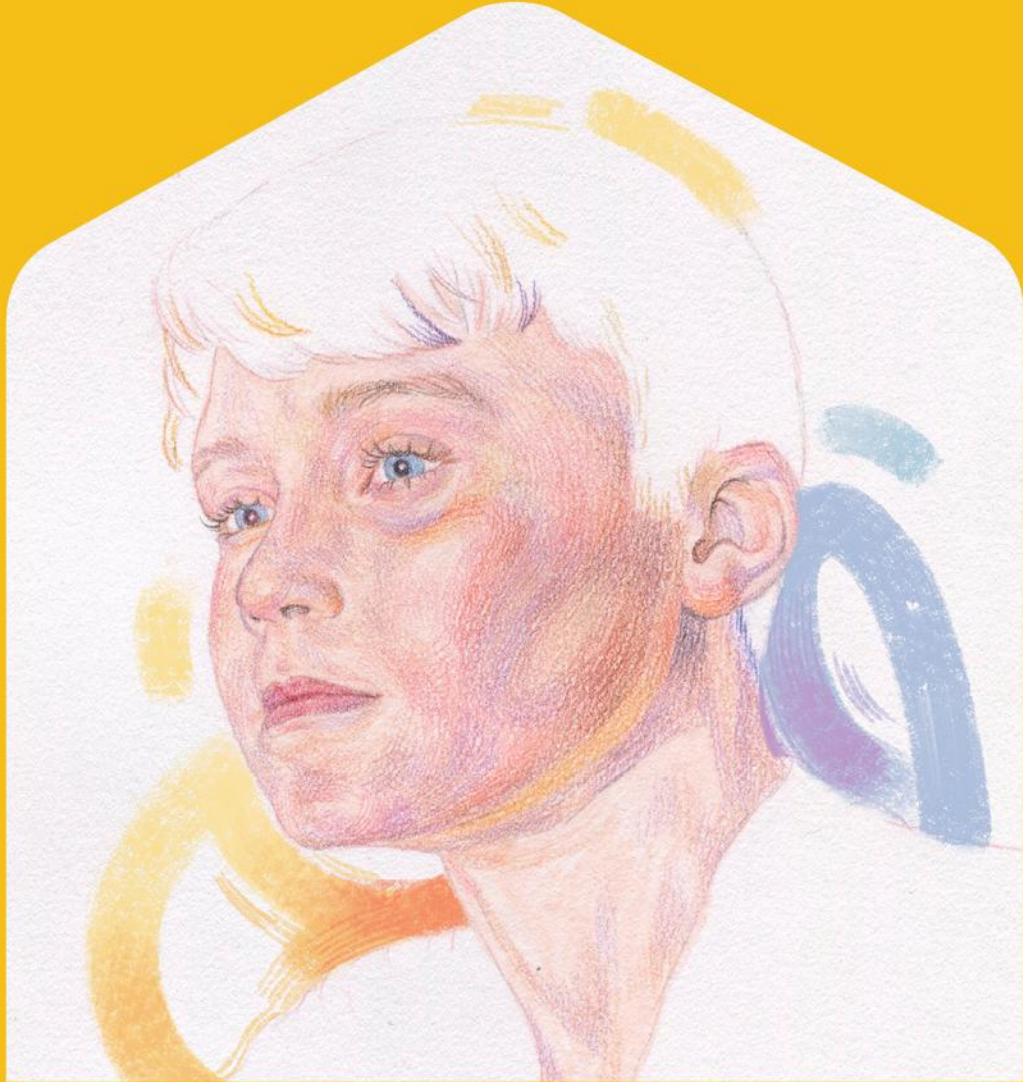
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development 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](http://www.rightthere.org)  
[hello@rightthere.org](mailto:hello@rightthere.org)

Follow us search 'Right There':



**Thank you.**

**Good luck with your  
application.**

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