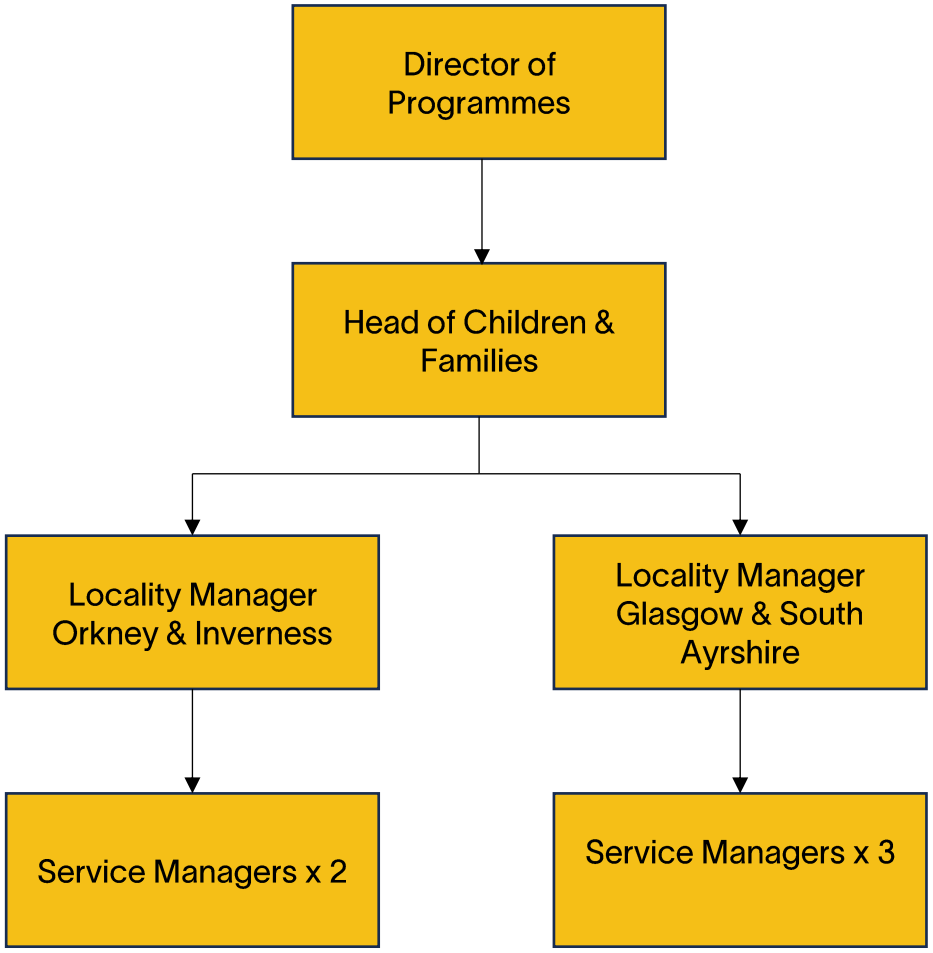
Right There

Job Pack
Head of Children & Families
(November 2026)

Preventing homelessness, one person at a time

Job Purpose
Head of Children & Families



The Head of Children & Families is part of our Senior Management team and will:

Have overall responsibility and leadership for Right There's Children & Families programmes across Glasgow, South Ayrshire, Orkney and Inverness.

Be a custodian of Right There's 5 Year Strategic Plan, leading the direction and development of our Children & Families programmes

Work closely with the Director of Programmes in the strategic planning and development of Children & Families offer and taking responsibility for financial management, resourcing and delivery

Embed a culture of professional, high-achieving teams working to deliver the best possible outcomes for the people we support

In line with our Strategic Plan, expand Right There's offer, drive positive outcomes for the people we support, create sustainability and support young people & families to have a voice.

About Right There



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.

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.

Roles & Responsibilities

Leadership and Management

- Leadership and oversight of Right There's Children & Families programmes
- Support the Director of Programmes in setting the organisational vision and strategic direction as it applies to our Children and Families programmes and all associated activities
- Build Right There's Children & Families Programmes in line with the organisation's expectations and targets
- Implement Right There's strategic plan for Children & Families, monitor and report on performance and progress, using data and context to keep the plan on track remaining agile to take advantage of current opportunities
- Instigate and manage change with the overall Children & Families services and programmes, overseeing improvements and efficiencies as identified
- Be accountable for financial performance, qualitative outcomes, feasibility and delivery budget, project management and risk management
- Report and advise on development potential together with future opportunities and risks. Develop business case justifications together with respective cost/benefit analysis
- Lead on the development of the Right There Children & Families activities in line with the organisation's strategic growth plans
- Be a leadership voice and presence for Right There's Children & Families function both outward facing and within the organisation
- Participate in senior on-call rota when required

Roles & Responsibilities (continued)

2. **People Management and Team Working**

- Contribute to the overall work of Right There, providing strong, effective leadership alongside Director of Programmes and senior colleagues
- Provide expert and insightful support & challenge to the Leadership Team and wider management strengthening decision making
- Lead a culture that supports Right There's vision, mission and values together with delivering on its strategic objectives
- Lead the Children & Families team, harnessing and developing the full potential of managers and staff under your remit ensuring team and individual performance is evaluated
- Demonstrate strong leadership skills to ensure buy-in from colleagues for plans.
- Support a culture of performance and contribution ensuring that all Children & Families managers and staff are accountable for delivering on our annual business plan.
- Embed a culture of partnership working throughout the Children & Families Team taking account of the needs of the people we support and commissioners, creating and maintaining collaborative working relationships across the organisation
- Ensure regulatory compliance is embedded across the team
- Demonstrate that personal ways of working are consistent with the aims and values of Right There

3. Financial responsibility

- Responsible budget holder for the programmes ensuring that value for money is achieved
- Lead on budget setting process for the service
- Take full responsibility for financial performance within the Children & Families functions and be responsible for the management of KPIs

4. Compliance and processes

- Accountable for regulatory, legislative and due diligence requirements
- Lead on all aspects of Children & Families regulation, anticipating change and future proofing systems and team practices
- Develop and oversee a performance management framework for the Children & Families function, placing the people we support at its centre
- Accountable for appropriate and accurate reporting and data analysis on the programme data as required internally and externally.

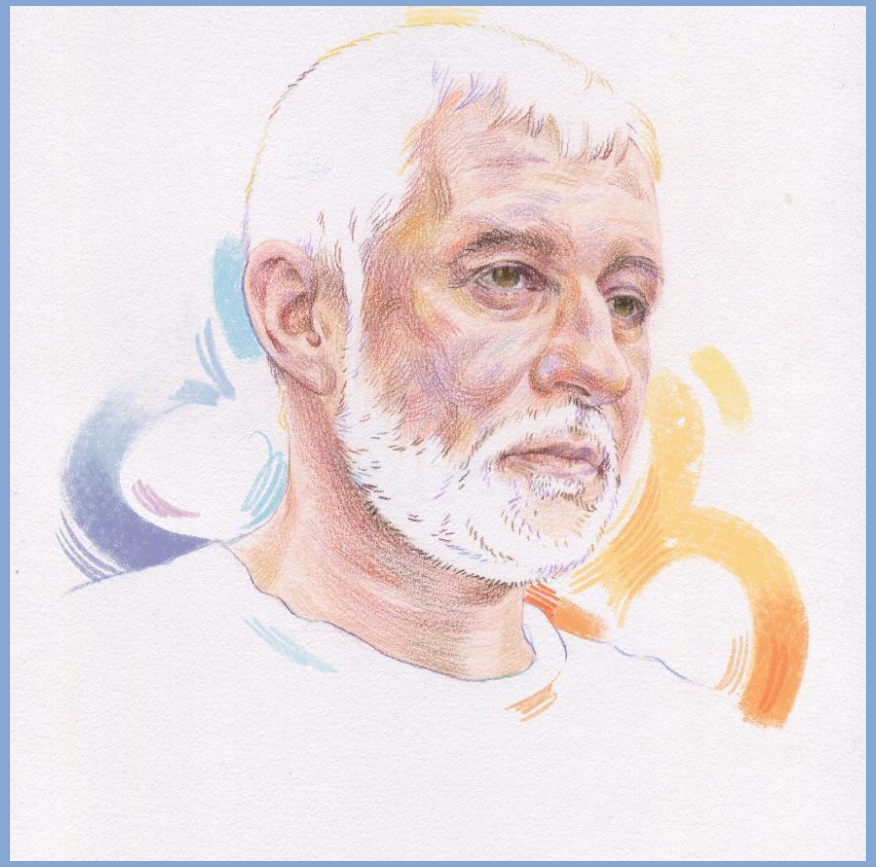
5. Stakeholder Engagement

- Lead Right There's partnership working arrangements with external commissioners, and delivery partners. Moving Right There's Children & Families provision to one of a can-do approach underpinned by clear systems and processes for audit and review
- Be accountable for all current and new commissioned contracts and agreements with public sector commissioning partners - contributing toward the submission of linked grants and bids which will benefit the service when appropriate.
- Facilitate and participate in any working groups, consultative groups and partnership forums as required to meet service development and accountability requirements
- Represent Right There as required e.g. Representing Right There to other agencies / services including Local Authorities, Social Work, Housing and Homelessness Services and other relevant services

Essential skills & experience

WHAT YOU MUST BRING

- ✓ Demonstrable experience in Children & Families services
- ✓ Experience in a senior management role
- ✓ Knowledge of regularity/legislative compliance responsibilities
- ✓ Experience in successful budget management and financial forecasting
- ✓ Experience of working strategically and innovatively
- ✓ Experience in building external partnerships with commissioning agencies and partner organisations
- ✓ Excellent customer care skills



Desirable knowledge

Helpful experience that will strengthen delivery and compliment your essential skills.

- ✓ Strong analytical skills
- ✓ Experience/knowledge of working within homelessness services and Children & Family services
- ✓ Experience of managing services in partnership with other providers
- ✓ Knowledge of local authority funding streams
- ✓ Experience of working across multiple jurisdictions and/or multiple funding partners
- ✓ An understanding of the principles of a Psychologically Informed Environment (PIE)
- ✓ Relevant qualification/degree linked to children/family services or social care sector

Role Details

Contract: Full time, permanent, 35 hours per week.
Salary: SCP 49-53 £55,219 to £60,741 per annum
Reporting to: Director of Programmes

- → Working hours are Monday to Friday – worked flexibly between the hours of 9.00am to 5.00pm depending on the needs of the service with one-hour unpaid break.
- → Your core place of work will be in 15 Dava Street, Glasgow G51 2JA. Hybrid working with a minimum of 3-days office working. Travel required to programmes as required.
- → 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 the auto-enrolment criteria.
- → 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

01 Contractual benefits

- **Flexible working** around programme needs.
- **Above Real Living Wage** + Christmas/New Year rota overtime.
- **Jury duty** topped up to full pay.
- **Annual leave**: 6 weeks → 8 after year one; buy or sell 5 days.
- **People's Pension** from day one if eligible; employer and employee each contribute 5%.
- **Life insurance**: 4× salary through the YMCA scheme.

02 Enhanced leave

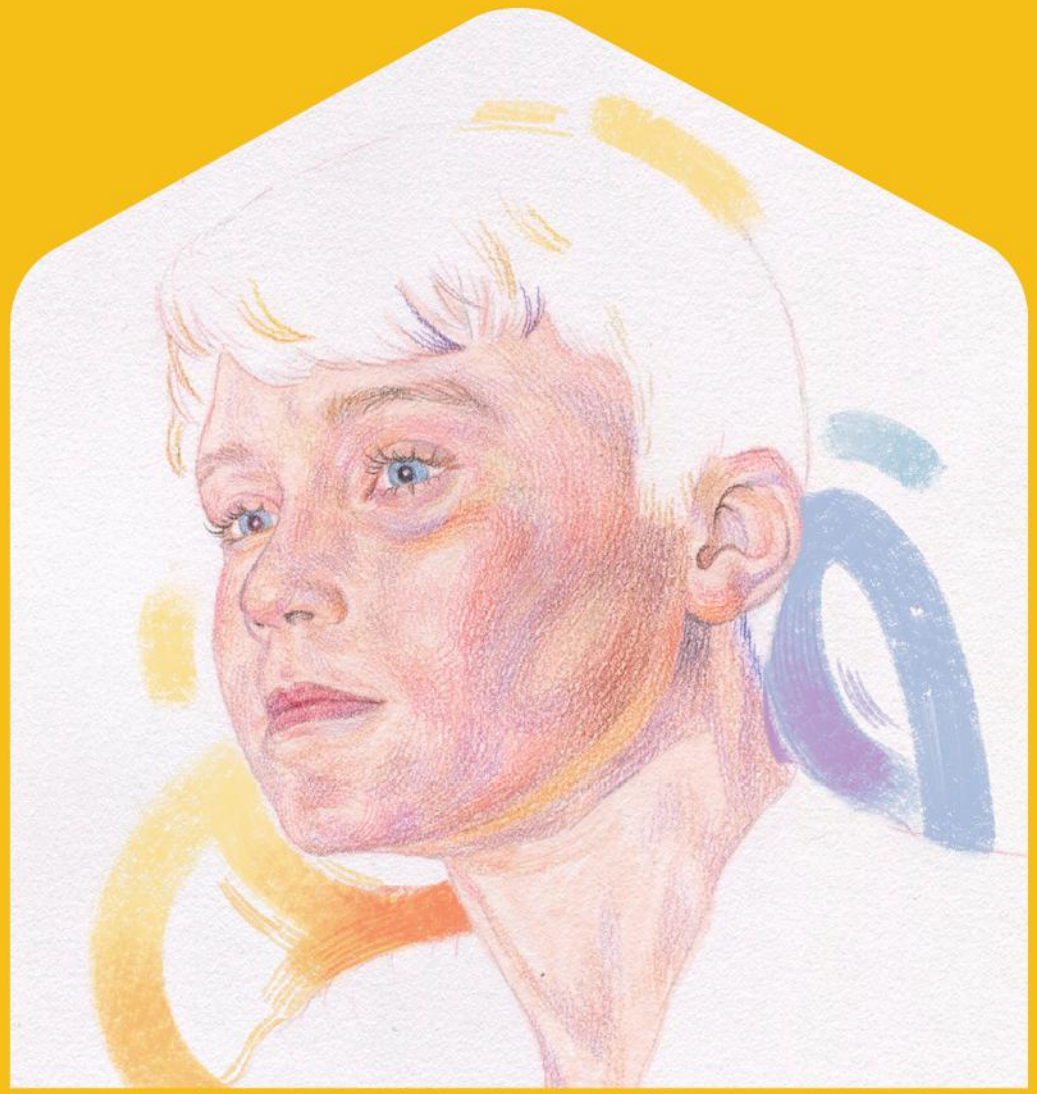
- **Maternity, adoption and shared parental leave**: 26 weeks full pay, then 26 weeks half pay.
- **Paternity leave**: 4 weeks paid.
- **Compassionate leave**: up to 5 paid days after a loss or serious illness of a loved one.
- **Neonatal care leave**: up to 12 weeks full pay for those who qualify, inclusive of statutory pay.
- **Parental bereavement leave**: 2 weeks full pay.

03 Development & wellbeing

- **24-hour support** through our Employee Assistance Programme, Wellbeing Hub and self-care resources.
- **Mentoring platform**: take part as a mentee, mentor or both.
- **Learning and growth**: People First trauma-informed training plus an annual role-relevant development plan.
- **Funded qualifications**: SVQ levels 2, 3 and 4 for appropriate roles.

04 Everyday extras

- **Health Shield**: monthly plan with GP Anytime and support towards dental care, glasses, massage and physiotherapy.
- **Save and travel**: Cycle to Work and Glasgow Credit Union offers for people in Glasgow "G" postcodes.
- **Rewards**: £100 Refer a Friend payment (conditions apply).
- **Discounts**: Blue Light Card (£4.99 for two years; 15,000+ offers) and Company Shop.
- **Live events**: enter Concerts for Carers ticket draws.



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.**