

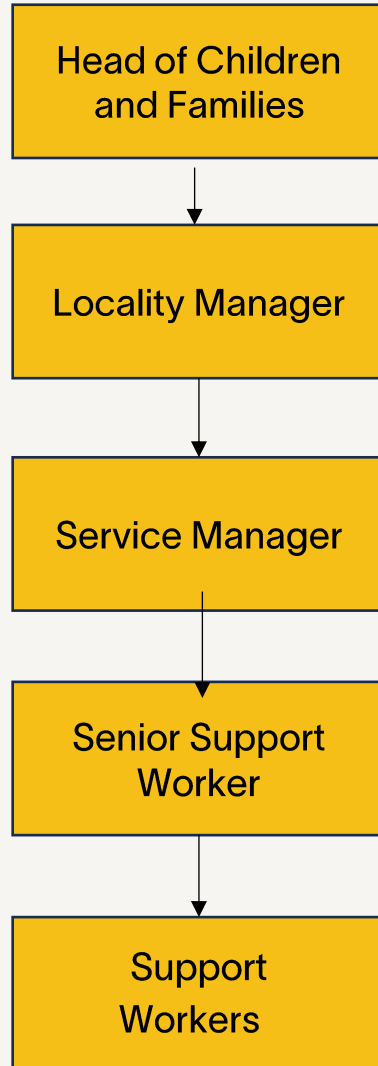
Right There

Job Pack
Service Manager- Supported
Accommodation South
Ayrshire
(August 2026)

Preventing
homelessness,
one person
at a time

Job Purpose

Service Manager



Supported Accommodation South Ayrshire aims to support the local authority's goal of reducing levels of repeat homelessness by providing a high-quality housing support service in Ayr.

The Service Manager will be responsible for providing a high-quality support service for young people experiencing a period of homelessness and for those transitioning from temporary to permanent or other suitable long-term accommodation

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.

Main Role Responsibilities

People Management

- Provide leadership and management and act as a role model to Right There staff by developing supportive relationships with your team.
- Develop positive, respectful and compassionate relationships with those we support, focusing on their strengths and aspirations as individuals.
- Have a high standard of professional integrity with colleagues and other professionals and establish clear boundaries with the people we support.
- Provide support and leadership to Senior Support Worker and Support Workers.
- Ensure person centred support planning and unconditional positive regard is undertaken by all staff, ensuring the people we support are provided with a high standard of support.
- Take a Psychologically Informed Environment (PIE) approach to service delivery.
- Investigate and resolve any complaints by those we support
- Arrange and facilitate regular support and supervision sessions with your team members, utilising best practice in performance management to ensure staff are supported to undertake their roles.
- Complete annual appraisals and personal development plans with your staff team.
- Lead the teams to deliver a high-quality service and a People First Approach
- Build your team taking responsibility for recruitment, induction and performance using support and supervision and appraisal tools.
- Responsibility for the learning and continued professional development of yourself and your teams, actively encouraging reflective practice for team learning
- Embrace a positive working culture working collaboratively, promoting inclusiveness, cooperation, trust and open exchange of ideas to fulfil Right There's strategic aims supporting line managers and delivery staff to do likewise.
- Be accountable for a safe environment for employees and those people what we support through applying Health and Safety legislation and practices.
- Investigate any issues of misconduct within the organisation.

Main Role Responsibilities

Programme Delivery

- Maintain all contractual obligations ensuring that individual needs are met through a process of regular review and support
- Ensure a high standard of accommodation is provided and a safe environment.
- Support the development of and manage local community participation by the people we support
- Assist in the development of new programme activity across a wider local authority base through research, engagement and rent service promotion
- Lead and support new initiatives and the development and implementation of policies, procedures and guidelines as they impact on the programme.
- Support Senior Management in developing the strategic Annual Business Plans, actively contributing to your service and the organisations development and improvement.
- Ensure those we support are involved in the development and improvement of the service and that feedback mechanisms are in place for people we support, investigating and resolving any complaints received
- On-Call rota responsibilities (shared between all managers across the locality)
- Compiling Right There Key Performance Indicators (KPI) data to support decision making, planning for programme development and completion of required local authority returns within agreed timescales.
- Ensure services work within budget.
- Actively contribute to your service and the organisations development and improvement and attend and participate in training and share learning experiences.
- Engage in reflective practice.
- Feedback on the review of organisational policies & procedures and local guidelines.

Main Role Responsibilities

External Relationships

- Represent Right There in a positive, professional manner to other agencies or services including Local Authority, Social Work, Housing Services and other relevant services, support building the profile of the service externally and its key features and benefits
- Develop positive strong working partnerships with external agencies and have detailed knowledge of relevant local/national agencies that can positively impact on the programme.
- Day to day working in partnership with key commissioners involved in service review and reporting
- Represent Right There in a positive, professional manner and ensure a detailed knowledge of all other relevant services.

Responsibility for information and finance

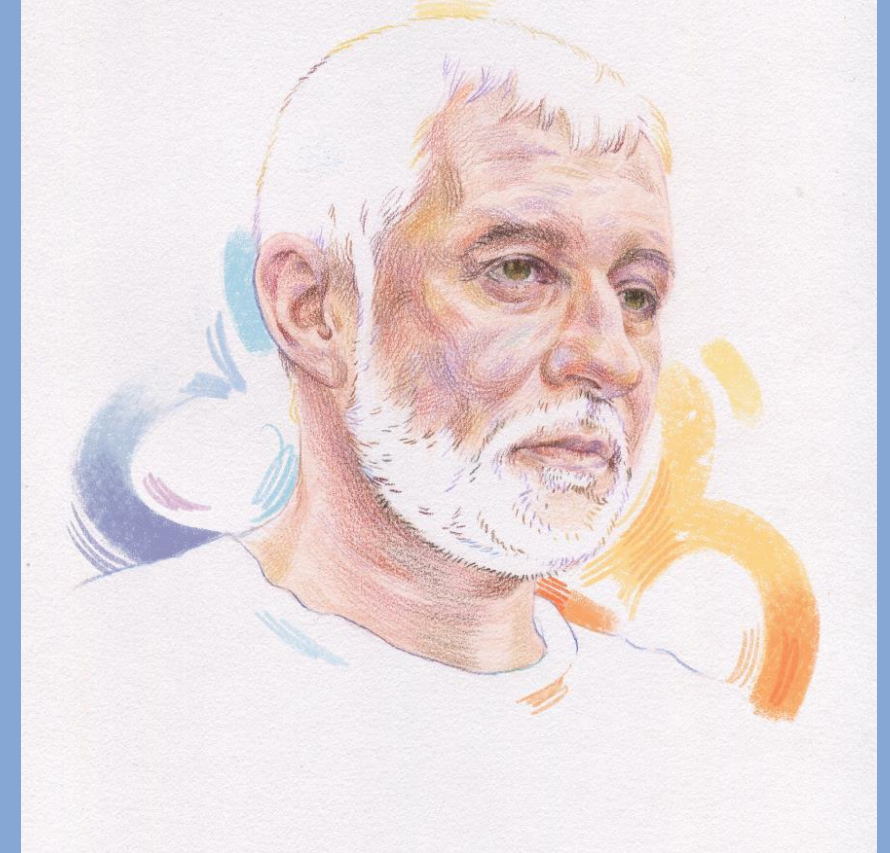
- Report to the Care Inspectorate, ensuring all required reports, returns and documentation are completed and submitted within timescales.
- Accountable for programme specific data collection, analysis and regular agreed reporting, compiling, Right There Key Performance Indicators (KPI) and required local authority returns, completed within agreed timescales.
- Support the compiling and associated management of approved annual budgets
- Manage budgets for all aspects of the programme, ensuring the programme operates within agreed financial parameters and targets
- Lead staff in their understanding and responsibilities in the development of budgets and managing resources
- Responsible for identifying and securing local grant and associated funds that supports activities within services.

Being part of the Right There Team

- Facilitate team meetings.
- Attend and participate in training and share learning experiences, striving for continuous personal and professional development
- Register with any required government bodies and ensure membership is updated and any attributed costs are paid on time
- Engage in reflective practice.
- Feedback on the review of organisational policies & procedures and local guidelines.
- Engage with any organisational initiatives or working groups

Essential skills & experience

- ✓ Qualified to SVQ 3 in Social Services and Health Care SCQF Level 7 or HNC in Social Services (minimum requirement to be a registered manager with Care Inspectorate)
- ✓ Qualified to (or willing to work towards) SVQ 4 Social Services and Healthcare SCQF Level 9 and willing to work towards any award in management that is certificated at or above SCQF Level 9 (min 60 credits) and mapped against the National Occupational Standards: Leadership and Management for Care Services SCQF 10 OR SVQ Care Services Leadership and Management SCQF Level 10
- ✓ Proven track record in effective coaching and people management with skill and ability to implement effective performance measures.
- ✓ Ability to recruit, build and lead a team in line with organisational policy and procedure
- ✓ Experience of managing a service with proven track record in effective service planning and performance, and quality assurance
- ✓ Ability to lead and take ownership and accountability for a programme ensuring the service is delivered in accordance with corporate policy and organisational objectives
- ✓ Ability to set and manage service budgets efficiently and effectively
- ✓ Ability to collate and analyse data for decision making purposes
- ✓ Proven ability in effective planning, prioritisation and organisation with effective time management and ability to meet deadlines
- ✓ Proven effective communicator both verbally and written with the ability to compile comprehensive reports as required
- ✓ Ability to build strong professional relationships both within the organisation and externally
- ✓ Computer literate and competent with Microsoft Office software package
- ✓ Flexibility with regards to working patterns
- ✓ Ability to travel within agreed geographical area
- ✓ Ability to respond at short notice to crisis situations
- ✓ Has a high standard of professional integrity



Desirable knowledge

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

01

Management experience in Third Sector/Not for Profit organisations providing housing, social care and support services

02

PIE principles

Understanding of Psychologically Informed Environment principles and how they shape practice.

03

Experience of using management information tools for social care

Role Details

Contract: Full time, permanent, 35 hours per week.
Salary: SCP 31-34 (£35,709 - £38,896 per annum)
Reporting to: Locality Manager

- Your normal working hours are 35 per week. These hours are usually worked Monday to Friday, and flexibly between the hours of 9.00am to 5.00pm, depending on the needs of the service, with 1 hour-unpaid break.
- Your core place of work will be 42 Chalmers Road, Ayr, KA7 2JQ
- 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.

03 Development & wellbeing

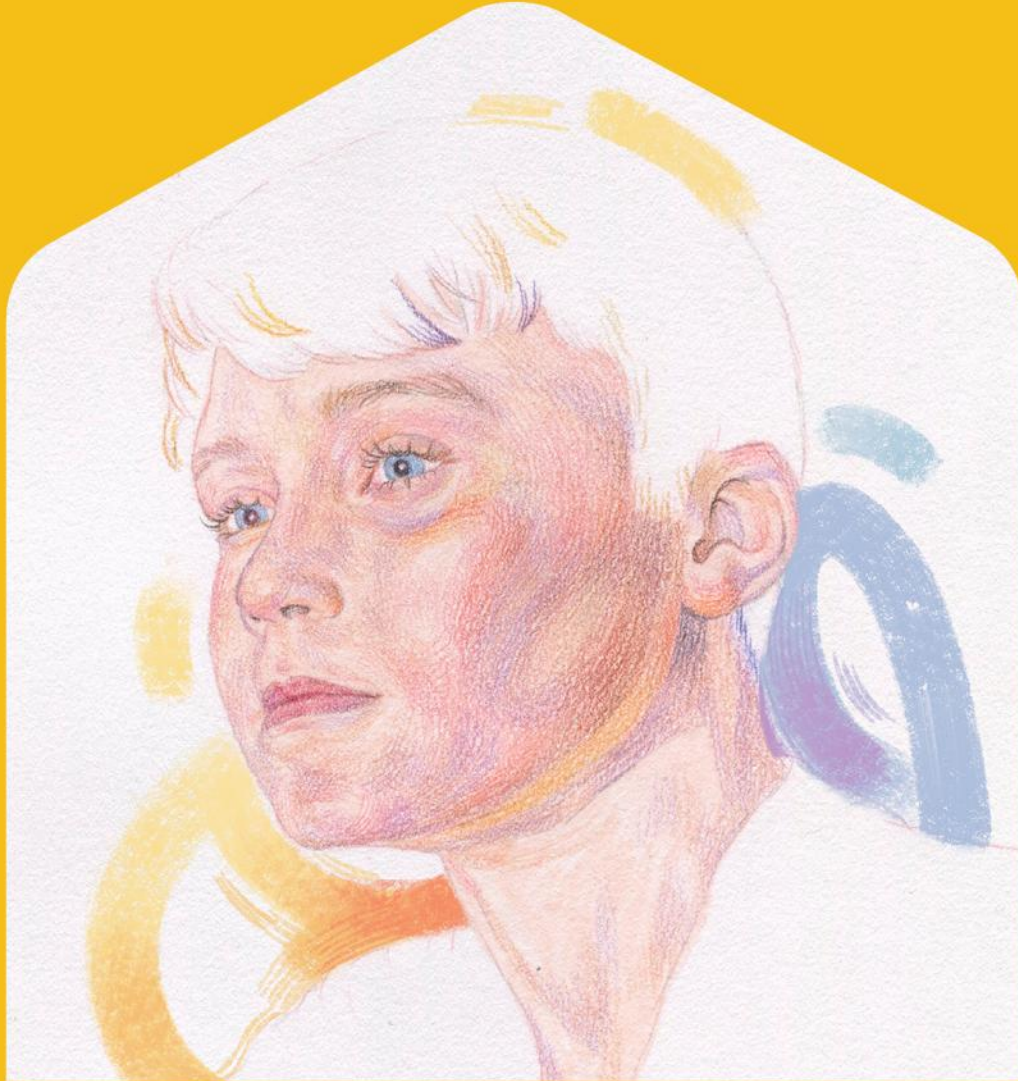
- **24-hour support** through our Employee Assistance Programme, Wellbeing Hub and self-care resources.
- **Mentoring platform:** take part as a mentee, mentor or both.
- **Learning and growth:** People First trauma-informed training plus an annual role-relevant development plan.
- **Funded qualifications:**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

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.

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.**