

Right There

Job Pack
Research, Participation &
Impact Lead
(August 2026)

Preventing
homelessness,
one person
at a time

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.

Research, Participation & Impact Lead

Strengthen Right There's evidence, insight and innovation ensuring programmes and policies stay aligned with best practice and improve outcomes for the people we support.

Turn evidence into action

Research the third-sector landscape, benchmark standards and translate findings into clear recommendations.

Embed innovation and participation

Lead targeted projects, strengthen monitoring and draw lived experience into organisational decisions.

Build external value

Work with partners to bring fresh insight into Right There's model of support and sector position.



Core accountabilities

01

Policy & best practice

Track external policy and sector wide issues; coordinate Right There's response and support the development and definition of the organisations position. Strengthen quality evaluation and reporting systems.

02

Research & benchmarking

Lead research, benchmarking and sector-reach analysis to shape organisational practice. Coordinate consultants and partners to deliver focused project work.

03

Scenario planning & innovation

Use evidence, trends and participation insight to test new approaches, strengthen future planning and embed a culture of innovation.

04

Income & performance insight

Support tenders and grants with evidence, impact data and technical input. Analyse service data and stakeholder data for leadership and operational reporting.

Impact, engagement and influence

The role connects research, participation and reporting so insight changes practice — not just paperwork.

A

Impact evidence

Improve Right There's qualitative and quantitative analysis of its For People, At Home and In The Community Programmes. Draw together insight and make practical recommendations.

B

Learning materials

Produce reports, briefings and consultation responses that help people we support & stakeholders understand findings and act on them.

C

Participation and lived experience

Evolve participation, support co-production and ensure feedback shapes strategic decisions.

D

Project delivery and sector voice

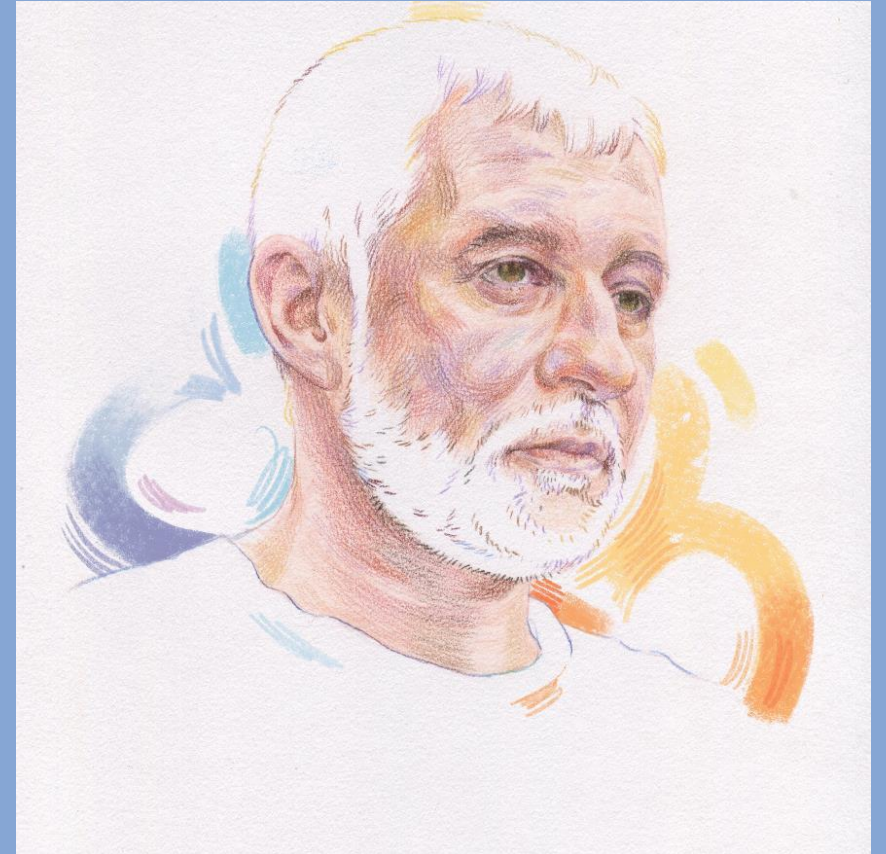
Manage projects with clear governance. Represent Right There in local and national forums with integrity and compassion.

OUTCOME Better decisions, stronger evidence and clearer organisational learning across Right There.

Essential skills & experience

WHAT YOU MUST BRING

- ✓ Relevant, transferable experience and education to HND/degree level, or equivalent.
- ✓ Strong understanding of the third sector and the policy landscape for housing, public policy, social work, social care and family support.
- ✓ Experience in organisational monitoring, evaluation and research methods
- ✓ Ability to develop organisational positions, policy responses and management reports.
- ✓ Excellent written and verbal communication, including report writing and stakeholder briefings.
- ✓ Proven ability to plan, facilitate and manage projects from start to finish.
- ✓ Knowledge of health and social care, or commitment to develop it.



Desirable knowledge

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

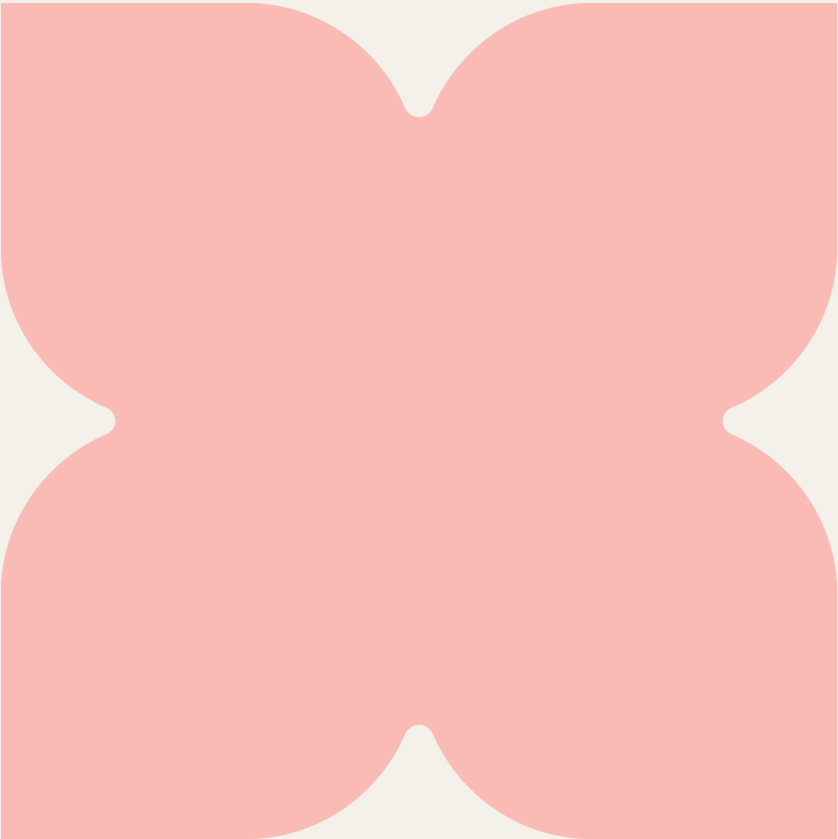
- 01 Third-sector delivery**
Experience in a third-sector or not-for-profit organisation providing social care and support services.

- 02 Funding and tenders**
Experience developing funding applications or public tender responses.

- 03 Management information**
Confidence using management information tools and systems in a social-care setting.

- 04 PIE principles**
Understanding of Psychologically Informed Environment principles and how they shape practice.

Role details



Full-time, permanent | SCP 35–38, £39k–£43k | Reports to Director of Programmes

Contract	35 hours per week; full-time and permanent.
Working pattern	Monday to Friday, worked 9am to 5pm, with one-hour unpaid break.
Base	15 Dava Street, Glasgow, G51 2JA. Office based 3 days minimum with flexibility to work from another reasonable location when required.
Annual leave	210 hours in year one, rising to 280 hours in year two, inclusive of public holidays.
Probation and pension	Appointments include a minimum 12-week probation period. People’s Pension enrolment from day one, provided you meet the auto-enrolment criteria
Flexibility	Responsibilities may vary as organisational needs change; employees are expected to work flexibly when required.

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

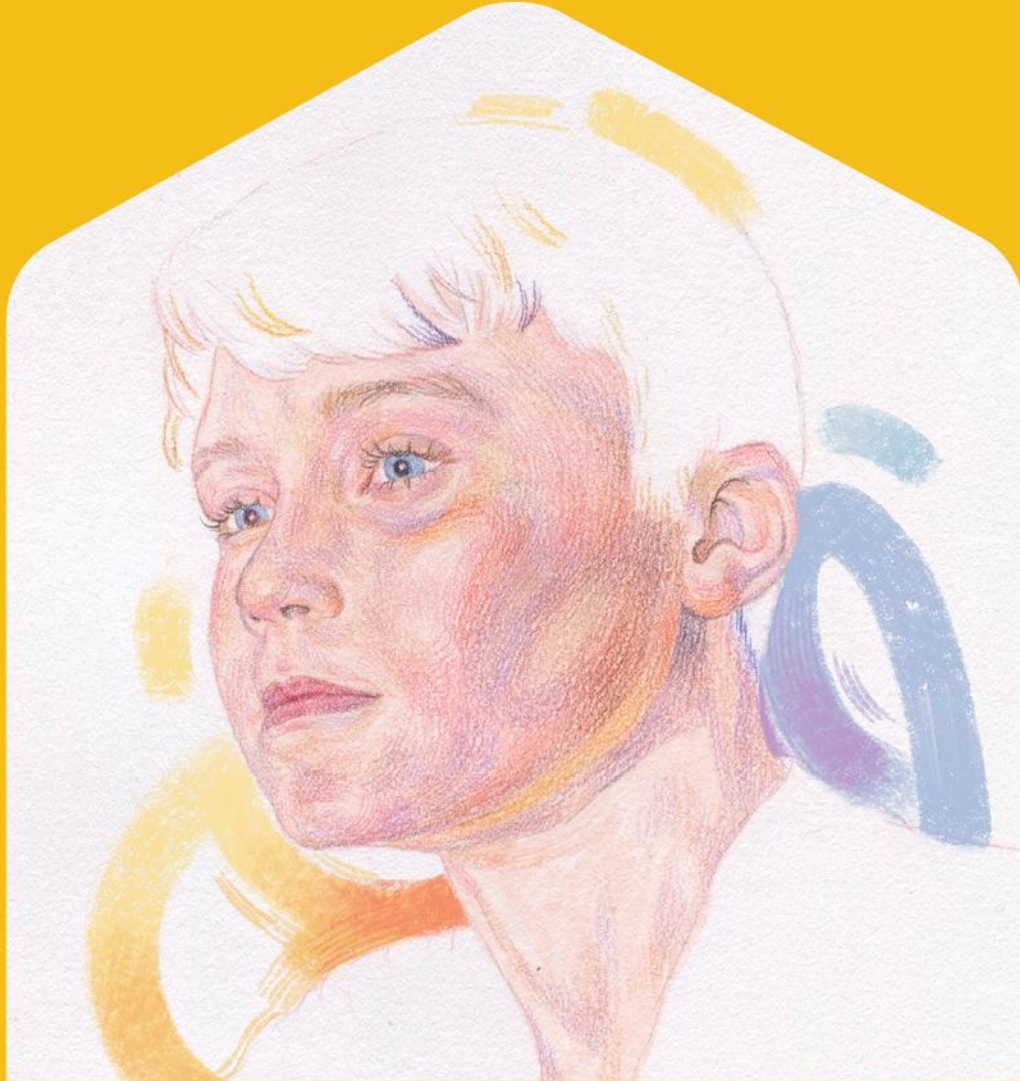
- **24-hour support** through our Employee Assistance Programme, Wellbeing Hub and self-care resources.
- **Mentoring platform:** take part as a mentee, mentor or both.
- **Learning and growth:** People First trauma-informed training plus an annual role-relevant development plan.
- **Funded qualifications:**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