

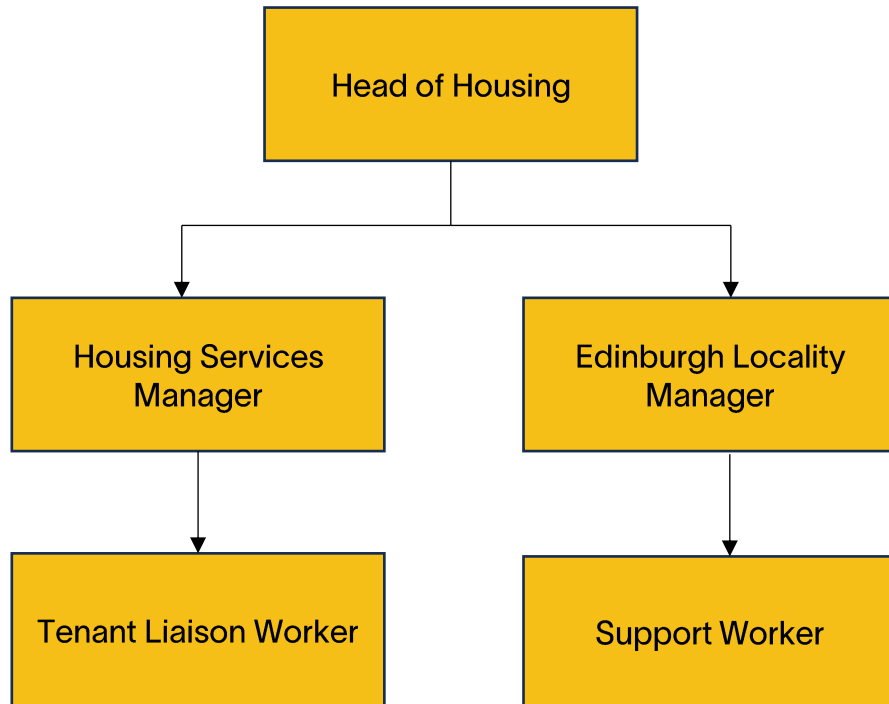
Right There

Job Pack
Edinburgh - Housing
Services Manager
September 2026

Preventing
homelessness,
one person
at a time

Job Purpose

Edinburgh Housing Service Manager



The Housing Service Manager will lead the implementation, development and operational delivery of Right There's Edinburgh Housing Services delivered through the Private Rented Accommodation (PRA) Framework and Supported Lodgings Framework commissioned by the City of Edinburgh Council.

Responsible for establishing new programmes, developing operational systems and procedures, managing stakeholder relationships and ensuring the delivery of high-quality housing management, tenancy sustainment and housing support services.

Working closely with the Head of Housing, Edinburgh Locality Manager, Housing Development Partner and senior management team, the postholder will lead the mobilisation of both frameworks and ensure contractual obligations, quality standards and positive outcomes for people we support are achieved.

The Supported Lodgings model includes Housing Support Workers delivering low-level intervention and housing support across a Core and Cluster model of accommodation in Edinburgh. As the service develops, the postholder will provide management and leadership to Tenant Liaison Workers and Housing Support Workers.

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

Programme Mobilisation and Development

- Lead the mobilisation and implementation of the PRA and Supported Lodgings programmes in Edinburgh.
- Develop operational procedures, referral pathways and service delivery processes.
- Support business planning, service growth and programme development.
- Work alongside senior managers to establish quality assurance and performance monitoring frameworks.
- Support recruitment, induction and onboarding of new staff.
- Support service expansion and development.
- Promote innovation and continuous improvement across Edinburgh housing services.
- Participate in organisational working groups, programme reviews and strategic planning activities.

Housing Management and Tenancy Sustainment

- Oversee day-to-day housing management activities across the Edinburgh portfolio.
- Ensure properties are allocated efficiently and occupancy levels remain high.
- Liaise with City of Edinburgh Council casework teams regarding referrals, allocations and move-on planning.
- Coordinate effective tenancy sustainment interventions.
- Monitor risk, vulnerability and tenancy-related issues.
- Respond to neighbour concerns, complaints and anti-social behaviour matters.
- Maintain positive working relationships with landlords and letting agents.
- Support effective transitions into and out of accommodation.

Main Role Responsibilities

Housing Support and Supported Lodgings

- Lead the operational delivery of Supported Lodgings programmes.
- Ensure support plans, risk assessments and reviews are completed in accordance with programme requirements.
- TLW's and Support Workers to deliver person-centred, strengths-based and trauma-informed services.
- Monitor support outcomes and progression plans.
- Ensure appropriate signposting and referrals to specialist support services.
- Promote independent living skills, tenancy readiness and positive move-on outcomes.
- Ensure safeguarding responsibilities are fully implemented.
- Support tenants to access education, employment, training, health and community-based resources.

Property Standards, Compliance and Quality

- Work closely with the Property Teams to ensure accommodation remains safe, compliant and fit for purpose.
- Ensure required health and safety inspections are completed.
- Ensure accommodation standards remain consistent with contractual requirements.
- Support effective void management and property turnaround processes.
- Property inspections by the TLW, repairs reporting, statutory compliance and certification requirements, escalation of health and safety concerns and occupancy management are key responsibilities across both Edinburgh service models.

Stakeholder and Partnership Management

- Work collaboratively with the existing Edinburgh Outreach Service.
- Act as a key operational liaison for City of Edinburgh Council commissioning and homelessness teams.
- Develop and maintain effective relationships with referral partners and stakeholders.
- Attend partnership meetings, reviews and forums.
- Represent Right There positively within the Edinburgh homelessness sector.
- Strengthen local partnership opportunities which improve outcomes for people we support.

Main Role Responsibilities

People Management

- As services expand, the postholder will recruit, induct and onboard staff.
- Provide line management to Tenant Liaison Workers and Housing Support Workers.
- Deliver regular support and supervision sessions. Promoting reflective practice and continuous professional development.
- Complete annual appraisals and development reviews with workload management and performance monitoring
- Manage absence, conduct and wellbeing matters.
- Ensure safe systems of work including lone working arrangements.
- Support staff to confidently manage risk and vulnerability promoting trauma-informed and psychologically informed practice.
- Participation in an on-call rota as required.

Performance and Governance

- Monitor contractual KPIs and service performance indicators.
- Produce performance reports and management information.
- Ensure accurate record keeping across all systems.
- Contribute to contract monitoring meetings.
- Support internal audits and service reviews.
- Investigate complaints and incidents.
- Implement improvement plans where required.

Safeguarding and Risk Management

- Ensure safeguarding principles are embedded across all service delivery leading response to any concerns.
- Ensure risk assessments are completed and reviewed.
- Ensure incidents are managed and recorded appropriately.

Financial responsibility

- Support the compiling and associated management of approved annual budgets

Essential skills & experience

Qualifications

- ✓ Willingness to undertake further management or leadership qualifications where required.

Experience

- ✓ Experience within housing management and tenancy sustainment or supported accommodation or housing support services.
- ✓ Experience of service mobilisation, development or implementation.
- ✓ Experience of managing staff or supervising teams.
- ✓ Experience of partnership working with local authorities and external agencies.
- ✓ Experience of safeguarding and risk management.

Knowledge

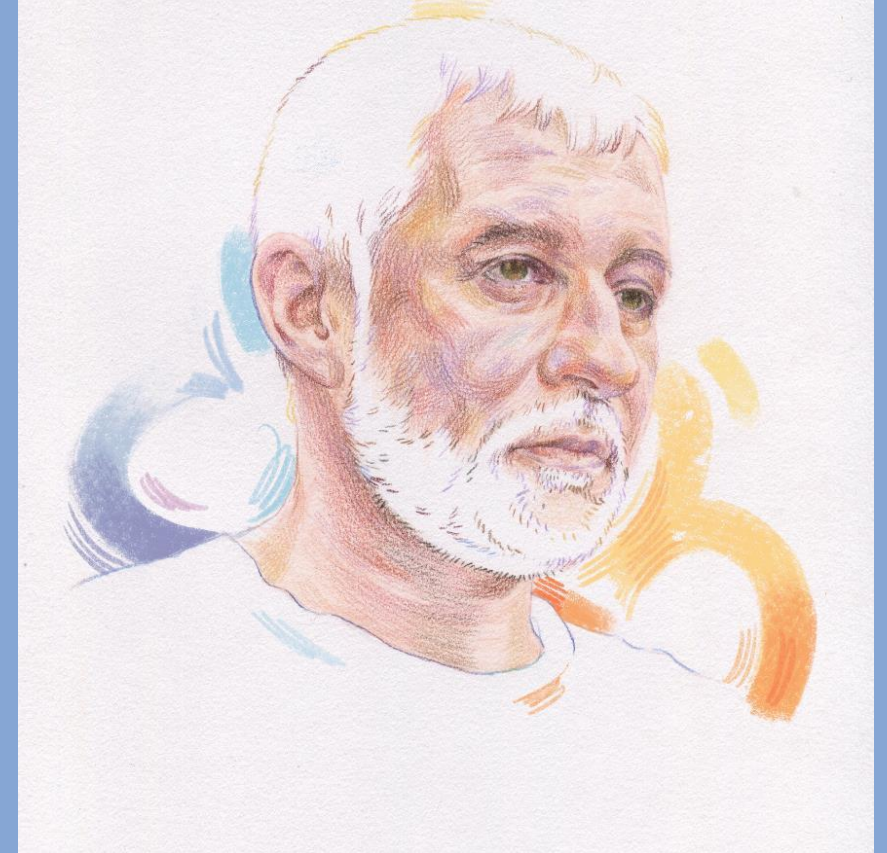
- ✓ Understanding of housing legislation and homelessness services.
- ✓ Understanding of temporary accommodation and tenancy sustainment approaches.
- ✓ Understanding of housing support principles.
- ✓ Knowledge of regulatory and quality assurance requirements.

Skills

- ✓ Excellent communication and relationship management skills.
- ✓ Strong organisational and problem-solving skills.
- ✓ Ability to analyse performance information and identify trends.
- ✓ Ability to manage competing priorities.
- ✓ Ability to lead and motivate others.
- ✓ Strong report writing and IT skills.

Special Requirement

- ✓ A full valid driving license and access to a vehicle for work purposes. (please note you must hold insurance that covers both domestic and business use)



Desirable knowledge

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

- ✓ Desirable: SVQ Level 3, SCQF equivalent or relevant Housing, Social Care or Homelessness qualification.
- ✓ Experience of working in a similar environment
- ✓ Knowledge of Care Inspectorate registered services
- ✓ Knowledge of Supported Lodgings Services
- ✓ Knowledge of commissioning or contract mobilisation
- ✓ Knowledge of Edinburgh Homelessness sector
- ✓ Understanding of Psychologically Informed Environments (PIE) and how they shape practice

Role Details

Contract: Full time, permanent, 35 hours per week.
Salary: SCP 36-39 (£40,700 - £44,436 per annum)
Reporting to:

- Working hours are 35 hours Monday to Friday, 9am to 5pm with 1-hour unpaid break.
- Your core place of work will be Pilton Community Health Project, Edinburgh. The role will be primarily based within Edinburgh, with regular travel across the city for property visits, stakeholder engagement and service delivery activities. Occasional travel to Glasgow and other Right There locations will be 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 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

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

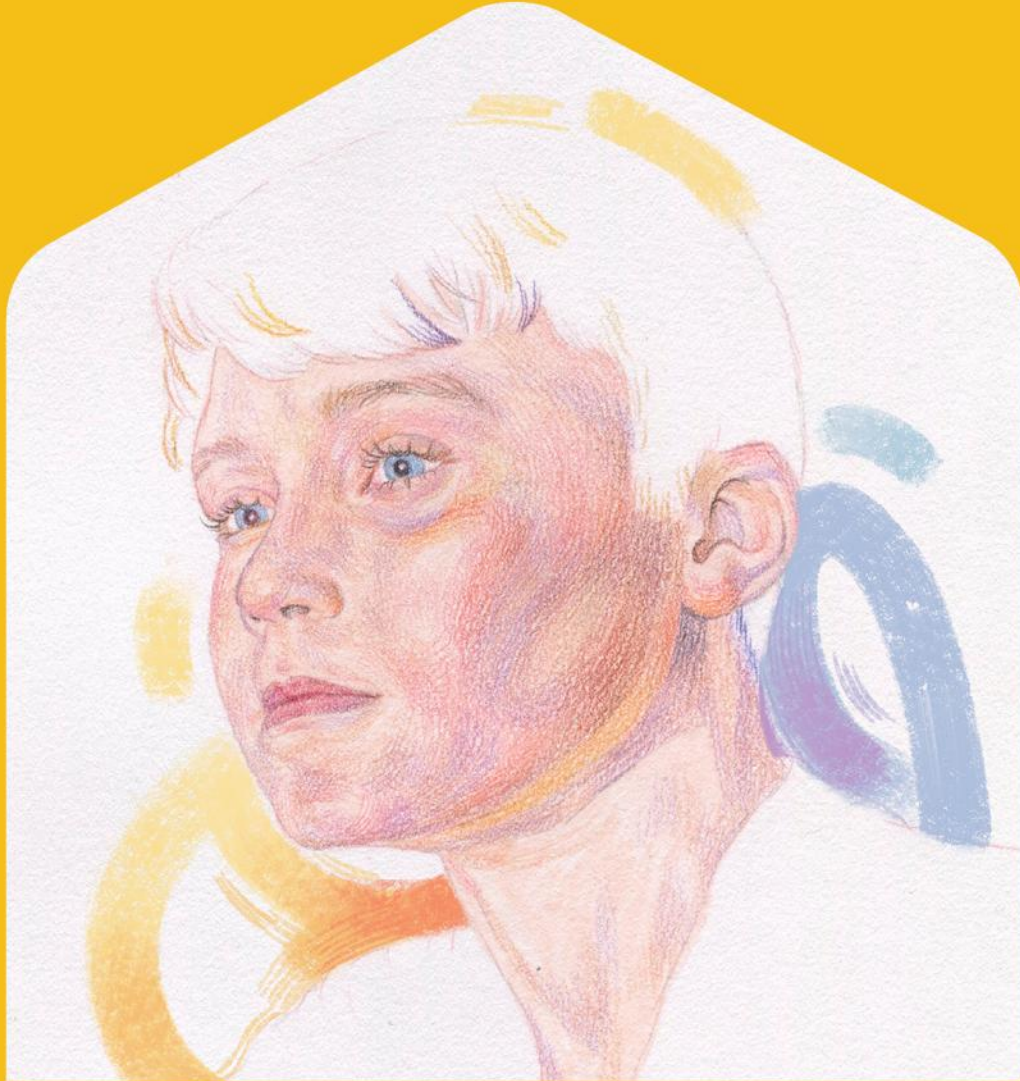
- **24-hour support** through our Employee Assistance Programme, Wellbeing Hub and self-care resources.
- **Mentoring platform:** take part as a mentee, mentor or both.
- **Learning and growth:** People First trauma-informed training plus an annual role-relevant development plan.
- **Funded qualifications:**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