



**POSITION PROFILE**  
Director of Programmes



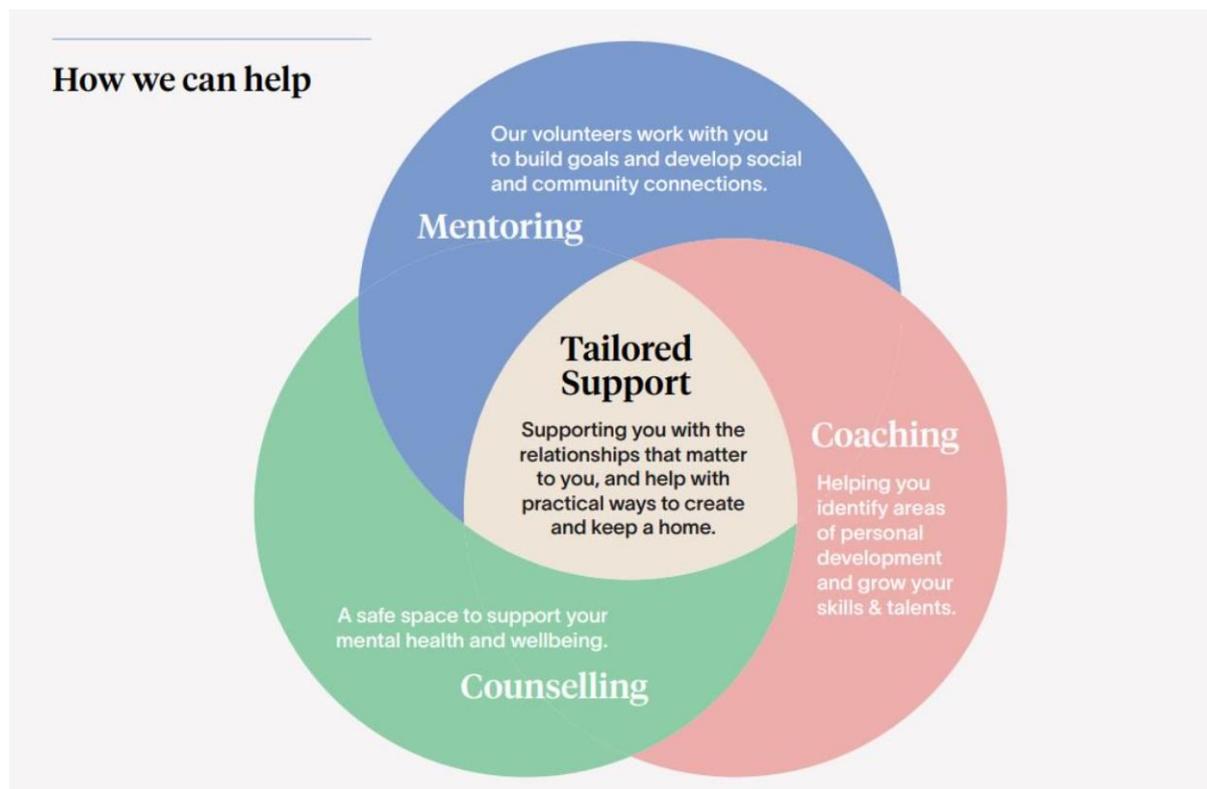
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We are Right There, a charity that provides tailored support for people, at home, and in the community. We are here for people who are living with the effects of homelessness, poverty, addiction, or family breakdowns.

Rooted in the hearts of local communities across Scotland, we support people on their journey to creating a safe, supportive place to call home. We help individuals and families affected by homelessness and improve mental health and wellbeing through mentoring and counselling.



We want to challenge stereotypes - it doesn't matter what the situation is - we're not here to judge, only to help. Our approach is about creating trusting relationships and nurturing people's strengths, and our 200 dedicated staff, mentors and volunteers play a crucial role in this.

We are here to offer the right support at the right time, including breaking down financial barriers; accessing the private rental market; linking up with local health, employment and training services to help people make connections within the community; and helping people feel happier, safer, and more confident to take steps to improve their own lives. Every person's story is unique, and everyone's route home is different, so we tailor our response to the individual.

Our community roots as a charity go back almost 200 years. We believe our work is more important than ever and we are looking to grow our support (no matter how big or small), so we can prevent more people becoming homeless and being separated from the people they love.



## Our Vision

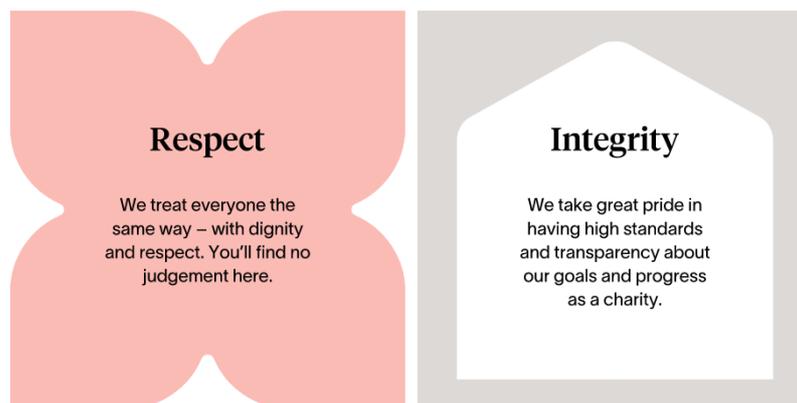
A world where everyone has an equal chance to create a safe and supportive place to call home.

## 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.

## Our Values

At the heart of Right There are our values. And we are proud to live these every day; to be the best we can be for those involved in our work.



More information can be found at: [www.rightthere.org](http://www.rightthere.org)



The Director of Programmes will support the Chief Executive and Board to ensure that Right There continues to innovate and improve our programmes by creating, implementing and delivering the best possible support for people whatever their situation.

With experience in leading high performing teams and delivering excellence, you will lead the strategic development and operational delivery of Right There's programme of front-line services. Embedding best practice, you will ensure our programmes deliver the right support, in the right place, at the right time for people who need us most.

The Director of Programmes will play a critical role in building both our sustainability and reputation by maintaining, extending and expanding our programmes. Ensuring strong co-production to inform all programme design and development activities, you will play a direct role in ensuring everyone we work with has the opportunity to realise their potential and create a safe, supportive place to call home.

Working with people experiencing, or at risk of, homelessness and children and families who are going through a difficult time, you will lead our colleagues across all programmes as they deliver our mission.

You will build strong, trusted relationships with colleagues and establish networks and relationships with a broad range of agencies, partners and stakeholders.

As an active member of the Leadership Team, the Director of Programmes will embody the values of Right There and work collaboratively and directly contribute to the development of strategies and operational plans that ensure the achievement of Right There's key strategy priorities.

NB: As an organisation Right There embrace agile working and whilst their headquarters are in Glasgow, they have programmes across Scotland. The successful candidate would be expected to visit our programmes and there is not a requirement that they would need to be based full-time in Glasgow.

## Our key areas of focus



### For People

Providing counselling, mentoring and tailored family support for those at risk of social equalities.



### At Home

From emergency accommodation to housing support – we provide safe and supportive places to call home.



### In The Community

We equip people to live independently and build stronger community connections.



## Key Priorities

- Directly lead the scoping and planning of our Programmes Strategy to:
  - develop and expand our existing programmes
  - identify opportunities to create, innovate and improve programmes to meet the needs of the people we support and those who may need our support in the future
- Undertake regular horizon scanning and environmental analysis to ensure Right There has a full understanding of the potential for growth and programme development associated with the current, future and changing demand / need
- Build and maintain effective networks and partnerships that will ultimately support people to realise their potential and create a safe, supportive place to call home
- Develop appropriate processes, systems and working practices that create a continuous improvement approach and ensure insights-based impact reporting, evaluation and decision-making
- Through effective networking and building of positive relationships, act as an ambassador for the organisation to effectively promote and raise awareness of both the organisation and its work locally and nationally

## Duties and Responsibilities

- Provide strategic and operational leadership to your direct reports (5) and overall staff team (c170) to achieve both the organisation's overall vision and ensure excellence in delivery
- Replicate and expand existing programmes across Scotland whilst also adopting a proactive and strategic approach to developing new and innovative programmes
- Devise and design programme concepts and specifications and provide strategic recommendations for programme developments using effective research, planning, monitoring and evaluation
- Ensure our programmes delivery model is financially viable and sustainable, and underpinned by quality, effectiveness and efficiency
- Maintain oversight of the deployment of financial, people and organisational resources, ensuring effective budget management and use of resources across all programme delivery teams
- Engage proactively with relevant stakeholders, networks and in particular those who benefit from our programmes, to support and directly inform the design of person-centred services
- Ensure programme delivery adheres to legislative requirements, good practice guidance and organisational policies and procedures
- Ensure a proactive culture of continuous review of programme-based procedures, systems and controls to ensure they are fit for purpose, provide person-centred support and outcomes, and safeguard the organisation and those we support
- Cultivate links with other organisations with a view to identifying opportunities for collaboration and partnership working



- Work collaboratively with the Finance Director and Chief Executive to:
  - Ensure a strong synergy between programme planning and financial and resource planning
  - Develop and monitor long-term strategic financial plans for programmes aligned to the stated ambitions of the organisation which take full account of key risks, opportunities and variables
- Contribute at a strategic level to the capacity building, organisational development, resilience, sustainability and impact of the organisation
- Effectively build evidence, including the quantification of the positive impact of current / future programmes, utilising lived experience examples where appropriate. Work closely with colleagues to enable effective external messaging and communication including external fundraising activities
- Represent the organisation externally at relevant networks, forums and events as required
- As a senior leader in the organisation, visibly demonstrate Right There's values and drive a positive, collaborative and inclusive culture across the organisation





An inspiring, solutions-focused and forward-thinking leader, you will bring relevant experience in developing, delivering and growing person-centred services or programmes. As an accomplished communicator you will bring a proven track record in building and maintaining strong working relationships with a diverse range of stakeholders.

## Key Skills and Experience

- Extensive leadership and management experience coupled with a strong track record in developing and delivering strategy
- Direct involvement in adopting a strategic approach to either replicating existing or developing new services / programmes in response to anticipated future demand or a change in the policy landscape
- Evidence of successful strategic and operational resource management
- Proven ability to establish and maintain relationships with key internal and external stakeholders at a senior and strategic level
- The ability to take a creative approach in respect to packages of support
- Previous involvement and exposure to local authority procurement and commissioning
- Strong approach to performance management with the ability to define and measure outcomes of success
- Excellent verbal and written communication skills with the ability to effectively represent the organisation
- Financial acumen in relation to costing programmes and managing and monitoring budgets
- Strong problem solving and strategic planning capability with creative skills and the ability to meet deadlines
- Proven skills in influencing, communicating and working collaboratively with a range of stakeholders including local authorities and external partners
- The ability to drive and deliver change using a range of influencing, negotiation, facilitation and process skills

## Personal Attributes

- Highly self-motivated with effective leadership style and a self-managing “can do” attitude
- Self-directed, results driven and able to multi-task
- Strong collaborative spirit
- High levels of personal and professional integrity
- Strong attention to detail and quality
- A commitment to diversity and inclusion
- Willingness to challenge stereotyping, prejudice, discrimination and bias
- Resilience and adaptability



## Remuneration

Salary: £60,000 – 65,000

Holidays: 30 days year 1 and rising to 40 days year 2 inclusive of public holidays

Pension: The People's Pension (3% employer contribution)

Read more about our benefits by visiting [rightthere.org](http://rightthere.org)

## The Recruitment Process

Interested candidates should provide a CV and covering letter, outlining their interest and suitability, to Douglas Adam at [douglasadam@livingstonjames.com](mailto:douglasadam@livingstonjames.com)

First stage interviews will be conducted by Livingston James, our retained advisors prior to discussing candidates with Right There at the shortlist meeting

