

Dear Applicant

## Head of Network Services

£43,113 - £48,518 (pro-rata)

(21 hours per week)

Thank you for your interest in the above post. Please find attached all the relevant information you will need to complete your application.

To apply, please send us:

- An up-to-date CV
- A supporting statement (max 2 pages) that outlines your interest in our organization and this role, and your fit against the criteria set out in the person specification and job description.
- Details of two people who could provide a reference for you. References would only be taken up with your prior agreement.
- Please also complete the equal opportunities monitoring form which is included in this application pack.

Please e-mail us at [diana.sinclair@relationships-scotland.org.uk](mailto:diana.sinclair@relationships-scotland.org.uk) or by post to:

Private and confidential

Diana Sinclair

Relationships Scotland

18 York Place

Edinburgh EH1 3EP

The closing date for completed applications is **Monday 19<sup>th</sup> May 2025** and interviews will be held in person in Edinburgh on **Thursday 5<sup>th</sup> June 2025**.

We look forward to receiving your application.

Relationships Scotland

## Summary of Key Terms and Conditions

- Permanent contract, subject to funding
- 21 hours per week
- The job-holder must be eligible to work in the UK

## Benefits of Working at Relationships Scotland

We offer the following benefits to all employees:

- Annual leave of 30 days plus 7 public holidays per year (pro rated for part-time employees)
- Flexible working hours in line with the needs of the business
- A generous employer contribution to our nominated pension fund with the option for employees to contribute as well or to opt out of the scheme.
- Enhanced company schemes for
  - sick leave
  - maternity leave
  - parental leave

Communication and collaboration:

- Line Managers meet with individual employees after 3 months of employment, then annually
- We hold regular staff team briefings.
- There is an annual staff survey
- A staff forum meets 3 or 4 times each year
- There are two annual staff outings for all staff (summer and Christmas)

# Job Description: Head of Network Services

This job description describes the practical purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently but is not intended as a wholly comprehensive or permanent schedule.

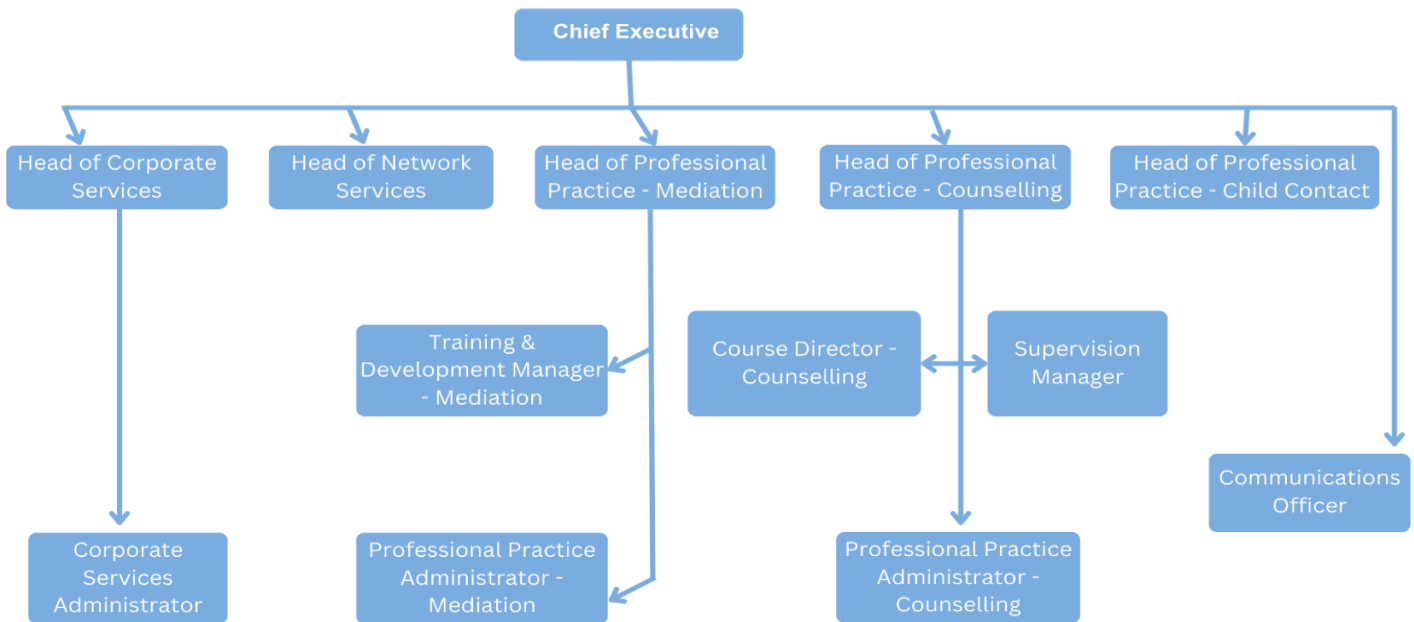
## 1. Job Details

- Job title: Head of Network Services
- Reports to: Chief Executive

## 2. Overall Purpose of the job

- To develop and support a network of professional, sustainable and integrated member services across Scotland that is delivering a high quality service to their clients.
- This role will focus on providing Member Services with developmental support that will enable them to build capacity in their service delivery and to meet quality assurance standards.

## 3. Organisational Structure



## 4. Principal Accountabilities

- Providing Member Services with a contact point for advice, support and information on all areas related to running a Service
- Leading the work of the Network Services Committee (NSC), including preparing the agenda with the CEO, sending out papers, taking minutes, collecting and collating Member Service information from consultations and writing Committee papers
- Supporting the professional development of Member Service Managers through training, events and peer support.
- Collecting national annual statistics from Member Services and setting up an appropriate system for collating, analysing and reporting data
- Developing, collecting and collating outcome and evaluation information from member Services and reporting data
- Reporting statistics, outcomes and information to Scottish Government, CORRA Foundation and other funders as required
- Collecting and collating data on phone calls and website traffic to the National Office and RS website
- Providing a report for the Office Bearers quarterly meetings on main areas of work
- Developing a comprehensive set of National and template Policies with Member Services that are updated regularly
- Managing the three-year Quality Assurance Audit of all 21 Services including assessment, reporting, follow-up and supporting services to meet and maintain national standards. Sending out certificates and reports
- Collecting and collating Member Service data for the Annual Survey of the National Office
- Working with the CEO to update and review the Relationships Scotland Membership Agreement
- Establishing and maintaining effective communication between the National Office and Member Services, and between Services to ensure their voice is heard
- Working with the CEO to produce the Relationship Scotland Annual Review of the network
- Ensuring the Members' section of Dropbox is up to date with all National policies and procedures
- Identifying, encouraging and sharing good practice and innovation
- As a member of the Corporate Management Team, provide leadership and direction for Relationships Scotland, including:
  - Development and delivery of our national strategy
  - Lead, manage and support staff
  - Contribute to budget management
  - Represent Relationships Scotland at external events
- These key tasks are not intended to be exhaustive, but they highlight a number of major tasks that the post-holder may be reasonably expected to undertake.

## Additional Context

- Every job description in the organization will be subject to a review either:
- On an annual basis at the time of the annual appraisal meetings, or
- As a result of a change in strategic direction, or
- As a result of a team/operational requirements, or
- As a result of agreed performance appraisal needs and objectives, or
- Within six months of appointment

## Person specification – Head of Network Services

Attributes	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to Degree standard</li> </ul>	<ul style="list-style-type: none"> <li>• Post-graduate level business related qualification or Quality Management qualification</li> </ul>
<b>Specialist Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Experience in monitoring and evaluation</li> <li>• Experience in statistical collection and analysis</li> <li>• Writing high quality papers and reports as required</li> <li>• Policy, procedure and strategy development experience</li> <li>• Excellent working knowledge of MS excel, and data input and analysis</li> <li>• Experience of working with a network or membership organization, working to produce consensus</li> <li>• Ability to contribute strategically as part of the Corporate Management Team to the overall running of the organization</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of Counselling, Mediation, or Child Contact Centre practice</li> <li>• Working experience within a similar organization</li> <li>• Experience of representing an organization externally</li> <li>• Implementing and monitoring robust quality assurance processes</li> <li>• Experience of writing and updating policies and procedures</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> <li>• Excellent organizational skills</li> <li>• Flexible and proactive</li> <li>• Able to prioritize and work effectively under pressure to meet deadlines</li> <li>• Sound ethical base including</li> </ul>	

commitment to promoting equality,  
diversity and inclusion