

JOB DESCRIPTION

Assistant Manager

Post Title: Assistant Manager

Project: Harbour and Upside Projects

Contract Type: Fixed Term for 12 months, with possible extension

Funder: Circle

Hours: Part Time: 18 hours per week

Salary: £36076 (FTE), Pro-Rata 18hours

Location: Central Scotland

Working Arrangement – Office Based with flexibility for home working

Accountable to: Project Manager

Driving Licence and Own Car Required – Yes

Purpose

The Assistant Manager will play a key leadership role in supporting the effective delivery, development, and sustainability of Circle's services across Fife, Forth Valley, Tayside, South Lanarkshire and North Lanarkshire. With services rooted in community justice rehabilitation and support and trauma-informed practice, the postholder will help ensure that interventions respond compassionately and effectively to the complex challenges faced by individuals and families affected by poverty, inequality and stigma.

Working closely with Senior Management, the postholder will provide day-to-day operational oversight, lead staff supervision and professional development, and promote consistently high standards of practice across the team. The role requires strong partnership working, robust quality assurance, and the ability to represent the organisation confidently across multi-agency networks, ensuring holistic and coordinated support for families impacted by the justice system.

Key Responsibilities

1. Operational Leadership and Service Improvement

- Provide day-to-day operational leadership as part of the Upside Pod to support improvement of the service, regular meetings, training and development and partnership development.
- Ensure the effective delivery and continuous improvement of other project services across the different localities.

- Support strategic management by implementing service improvement initiatives and ensuring compliance with organisational policies, procedures, and partnership agreements.

2. Partnership Development and Multi-Agency Collaboration

- Develop and maintain strong working relationships with the Upside Partnership, statutory services, and third-sector partners.
- Support effective, proportionate information sharing, and represent Circle at relevant meetings, networks and forums to strengthen services, collaboration and integration.

3. Team Management, Staff Supervision and Professional Development

- Lead, supervise, and support Senior Project Workers and wider project staff, ensuring high standards of professional practice.
- Identify training needs, promote reflective learning, and coordinate or deliver professional development opportunities for internal teams and external partners.

4. Casework Oversight and Quality Assurance

- Oversee the delivery of high-quality, strengths-based and trauma-informed family support interventions, including work with individuals pre- and post-release from prison.
- Ensure rigorous standards of case management, including accurate and timely PULSE recording, use of Inform (CRM), and regular updates to other internal databases as required.
- Maintain high standards of practice by completing partnership risk assessments, adhering to organisational quality frameworks and safeguarding expectations
- Ensure regular and timely recording of evidence that reflects the service's contribution to delivering on the objectives of The Promise.

5. Performance Monitoring, Reporting and Evaluation

- Ensure accurate and timely recording of casework, monitoring data and outcomes.
- Analyse and use this information to produce high-quality reports and evaluations for funders, strategic management, and other stakeholders, supporting evidence-based decision-making and continuous improvement of services.

6. Resource, Budget and Project Sustainability Support

- Assist with the management of project budgets ensuring resources are allocated efficiently and responsibly.
- Contribute to sustainability planning and support the preparation of funding applications to strengthen the long-term viability and development of services.

7. Organisational Learning and Staff Development Day Leadership

- Act as the organisational lead for Circle's Staff Development Days which are held three times a year
- Coordinate planning and delivery of these events in collaboration with the employee-led Staff Development Group and the Administrative Support Team.
- Ensure these events are well-structured, inclusive, and aligned with organisational priorities to support a culture of learning, collaboration, and continuous improvement.

General

This job description is not exhaustive and may be amended in response to organisational needs. The postholder is expected to undertake any other duties appropriate to the level and nature of the post.

Person Specification

Qualifications

Essential

- A professional qualification in social work, social care, education, health, or another relevant discipline.

Desirable

- Continuous professional development relevant to working with vulnerable families.
- Training in risk assessment frameworks, child protection, adult protection or equivalent.
- Accreditation or formal training in coaching, reflective supervision, or staff development.

Knowledge & Experience

Essential

- Strong understanding of the experiences of individuals and families affected by poverty, inequality, stigma, and the justice system.
- Thorough knowledge of trauma-informed practice and strengths-based approaches.
- Understanding of community justice frameworks, prison throughcare, family support systems, and multi-agency collaboration.
- Good working knowledge of safeguarding legislation, risk assessment processes, and quality assurance frameworks.

- Awareness of The Promise, Getting it Right for Every Child (GIRFEC), and other relevant national policies and guidance.
- Understanding of effective monitoring, evaluation and outcomes-based reporting.

Desirable

- Knowledge of funding landscapes, commissioning processes and project sustainability planning.
- Familiarity with PULSE, Inform (CRM) or similar case management databases.

Skills & Abilities

Essential

- Strong leadership skills with the ability to motivate, develop and support staff.
- Excellent communication, negotiation and interpersonal skills, with the ability to represent the organisation effectively across multi-agency networks.
- Ability to analyse data, monitor performance, and produce high-quality written reports.
- Skilled in decision-making, prioritisation and managing competing demands across multiple localities.
- Good level of digital competence, including accurate case recording and use of databases.
- Ability to adopt reflective practice and promote a learning culture across teams.
- Strong organisational and project management skills, with the ability to coordinate events and deliver them to a high standard.

Desirable

- Ability to design, deliver or commission training for internal and external partners.
- Skills in identifying funding opportunities and contributing to funding applications.

A Note to Candidates

Don't meet every single requirement? We know that people can be put off applying if they don't tick every box. At Circle, we're committed to building a diverse, inclusive, and authentic workplace—so if you're excited about this role but your experience doesn't align perfectly with every point, we encourage you to apply. You may be exactly the right person for this role or another opportunity with us.