

Foyer Youth Housing – Service Manager

About Aberdeen Foyer

Aberdeen Foyer creates positive and lasting change working alongside young people and adults experiencing tough life situations to address and prevent the root causes of poverty and youth homelessness across local communities in Aberdeen and Aberdeenshire.

We want people to thrive, feel connected and included in their community, to have a safe, decent place to call home and access to resources to live a good life.

We believe there is no limit to what people can achieve in their lives so every day our services create opportunities for people to discover their potential, overcome challenges, connect with peers and build their own positive future as a valued part of their community.

- **Youth Housing** - supporting 120+ young people daily to create a safe place to call home
- **Foyer Futures** - supporting over 200 young people each year move towards and into work, education and training
- **Learning** - delivering innovative college accredited learning programmes across the northeast of Scotland
- **Employability** - employability and in work support to achieve sustained employment and reduction in poverty
- **Fitmind and Wellbeing** - providing counselling sessions and psychological services for people, improving their capacity to manage their own mental health and wellbeing
- **Community** – engaging with local communities to improve wellbeing, access to employability and learning
- **Digital and Financial Inclusion** – provision of digital kit and skills training; supporting people to manage their finances and improve their economic wellbeing.

Our Values

Our Values state what is important to us, serve as our guiding principles, and form the foundation for our culture. It takes courage to reach out for support. At the Foyer, our values help us identify how we should serve our community. We are proud of our values and seek to practice and uphold them every day.

At the Foyer we value **seeing the person** and their strengths and potential. We value engaging in **trusting** relationships based on honesty, compassion, and respect. We value **curiosity** and a drive to learn as well as **commitment** to go the extra mile and never give up.

About Foyer Youth Housing

Every young person needs a safe place to call home and the time to develop skills that enable them to live independently. As a [foyer](#), we adopt an [Advantaged Thinking](#) lens to supporting young people ensuring they have access to safe, affordable accommodation and a space to learn the skills and nurture the connections to opportunities needed to help them thrive.

We operate supported housing services in Aberdeen and Aberdeenshire which are registered with the Care Inspectorate. In Aberdeenshire we support up to 120 young people (16-21 years, 26 if care experienced) on an outreach basis, working at the young person's pace. Through our Trinity Court accommodation in Aberdeen city centre, we offer up to 27 supported tenancies for young people aged 16-25 years with additional support during the first few months of move on as required.

We work closely with both local authorities seeking to look beyond service delivery and consider ways of preventing youth homelessness which makes up around 30% of homeless presentations across the region. We have additional services including Nightstop and are closely involved in Homewards in Aberdeen with a keen interest in collaboration around ideas that can end youth homelessness and where we can't, making sure it is rare, brief and non-recurring.

We value the voice of young people in shaping what and how we do things. We value co-production and challenging ourselves to continually improve. We proudly hold the Foyer Federation's FOR Youth accreditation and liaise with Foyers from across the UK and internationally.

About the Role

As service manager, you will currently report to the CEO and have operational oversight of our housing services in both Aberdeen and Aberdeenshire. You will be responsible for contributing to the development of solutions and new services that can prevent homelessness and improve affordable housing choices for young people. You will oversee the effective monitoring and evaluation of the Housing team's performance, ensuring management information is regularly and consistently reviewed and used effectively.

Efficient and effective management of resources is key for this role, and the successful candidate must be able to propose, manage and track budgets to ensure impactful project and contract management. You will also be expected to build positive stakeholder relationships and community networks to further develop our foyer offering and prevent youth homelessness.

You have a great team to manage who are highly experienced whilst open to learning and developing their practice to get it right for every young person. You will encourage continuous improvement within the team, through regular performance conversations providing clear direction aligned with contractual requirements. You will inspire, motivate, and lead your team with compassion and respect, supporting their collaboration to make homelessness rare, brief and unrepeatable and ensure services are delivered to the highest standard.

There will also be opportunities to work at a strategic level working with partners across Scotland influencing policies affecting young people and their housing options.

About You

We know that there are great candidates who will not fit everything described, or who have important skills we have not mentioned. If that is you, please do not hesitate to apply and tell us about yourself

You will already have experience of managing registered accommodation-based services and a knowledge of housing management and health and safety, with proven experience in safeguarding. You will require to have and/or be willing to work towards the necessary qualifications required by SSSC and as the Registered Manager of the service.

You will thrive best when you take a co-produced approach with young people to improve and manage effective services that consistently achieve quality outcomes with young people. You will be dedicated and enthusiastic with a strong belief in young people, their strengths and amazing potential.

You will inspire trust and commitment; leading your teams with compassion, developing them to their highest potential whilst encouraging a clear work-life balance for all. You will understand risk and keeping people safe. In addition, you will be flexible, with the ability to work under pressure and be comfortable managing competing priorities.

You will also enjoy being part of the Foyer's wider management team contributing to the development of the organisation and working with peers to learn from and support each other.

The Benefits of Joining #TeamFoyer

What's it like to work at Aberdeen Foyer?

With around 100 employees and 25 volunteers, our people are our greatest assets. That's why we do everything we can to create a supportive and positive working environment that everyone feels part of and wants to nurture.

We understand the importance of work-life balance and being flexible. Blended working is the norm for many of our staff (as roles allow), with flexible working policies to allow you to work in the way that best suits you. In our latest employee engagement survey (2024) 98% of staff valued our flexibility.

Staff Wellbeing is a key priority for us and our Staff Consultative Committee play a key role in supporting the promotion of wellbeing and the continual improvement of what we offer.

We're committed to making the Foyer a fantastic place to work

In return for your hard work and commitment, we offer generous annual leave allowance of 32 days per year, including statutory public holidays, rising to a cumulative 37 days with continued service and a contributory company pension. Where possible we offer flexible working and hybrid working which means many of our employees enjoy the freedom of choosing a working pattern that suits them as much as it suits the Foyer.

We are very proud to be both a Living Wage and a Disability Confident accredited employer. We value our employee's wellbeing and offer a Cycle to Work scheme, a monthly Wellbeing Hour and a confidential Employee Assistance Programme for employees and their family.

We value curiosity and all posts have access to structured induction and ongoing training and learning opportunities that can support continuous professional development and digital skills. Where appropriate mentoring, peer support network and coaching may also be available.

Recruitment Process

Please apply to Recruitment@aberdeenfoyer.com with a copy of your CV and cover letter (no more than 2 pages) that gives us a fuller understanding of what interests you about this position and how your experience and skills link to the role. In addition, please include the following with your application:

- Confirmation that you hold a UK residency or relevant permits to work in the UK.
- Contact details including a phone number, email and residential address.
- Indication of your availability to start in this role.
- Any arrangements you might need to attend an interview.

Our people are our greatest assets. #TeamFoyer provide a safe space for our employees, where everyone can feel a sense of belonging and feel comfortable bringing their whole self to work.

The Foyer embraces and celebrates diversity and equal opportunity for all. We recognise the value a diverse workforce brings to the way we work and the difference we can make to the people we support. We are committed to promoting the human rights and dignity of each human being, including equality of opportunity inclusive of sexual orientation, gender or transgender identity, race, colour, age, national origin, disability, religion or belief and socio-economic status, protected veteran status, or other characteristics in accordance with the relevant governing laws.

If you are care experienced, we offer guaranteed interviews for those who meet the job profile criteria.

Aberdeen Foyer is committed to safeguarding and promoting the welfare of children, young people and adults at risk. This role is subject to holding appropriate PVG Registration and will require a disclosure check which we will arrange with you if successful. Support for registration costs are available.

Closing Date:	Friday 31st January 2025	Submit your CV and Covering letter to: recruitment@aberdeenfoyer.com We reserve the right to close this advert early if a successful candidate is found, so please submit your application as soon as possible.
Interview Dates:	Interviews will be held within 14 days after the closing date	Interviews will most likely be held in person in Aberdeen or, if necessary, online via MS Teams – details will be shared should you be invited to interview.

It is important to us that you have a positive recruitment experience. For more information or to discuss the role or any support you may need to apply, please contact **Leona McDermid, CEO** by emailing her at LeonaM@aberdeenfoyer.com

We look forward to receiving your application!