



Assistant Support and Development Manager

Glasgow

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Welcome

Thank you for your interest in joining Key. We are delighted that you are considering becoming part of our team.

At Key, we believe in making a real difference in people's lives, and every role within our organisation contributes to making every day matter for the people we support.

As a Assistant Support and Development Manager based at our Glasgow service, you will enable disabled people to live full and active lives. This can be a challenging role and you will be supported by the Support and Development Manager and wider group of leadership colleagues.

If you share our values and want to contribute to an organisation that puts people first, we would love to hear from you.

If you would like to find out more, please contact, Gail McKinnon Area Manager, at gail.mckinnon@key.org.uk



Introducing Key

At Key, we provide support to over 2,000 disabled people, across 17 Scottish local authorities, enabling them to lead full, active lives in their own homes and communities.

The people we support have a wide range of life experiences and needs ranging, from young people still at school through to those in their 90s.

Key is also a Registered Social Landlord (RSL) with over 700 homes across Scotland specifically designed for disabled people and those with long term support needs. Our tenants may get their support from Key or from other social care support providers.

Participation and Tag

Our roots are central to who we are. The foundations of our organisation were laid by a passionate, committed group of parents who, at a time when home for many disabled people was a long-stay institution, believed that their sons and daughters had the right to lead a full life in their own communities, close to families and loved ones. We hold true to these original values today.

The inclusion of people we support is fundamental to our organisation and we work closely, through a service level agreement, with **The Advisory Group (TAG)**, a Scottish Charitable Incorporated Organisation, which is run by and for disabled people.

Through our partnership with TAG, disabled people have direct input into developing our organisational priorities, our governance structures and ensuring the quality of our support.

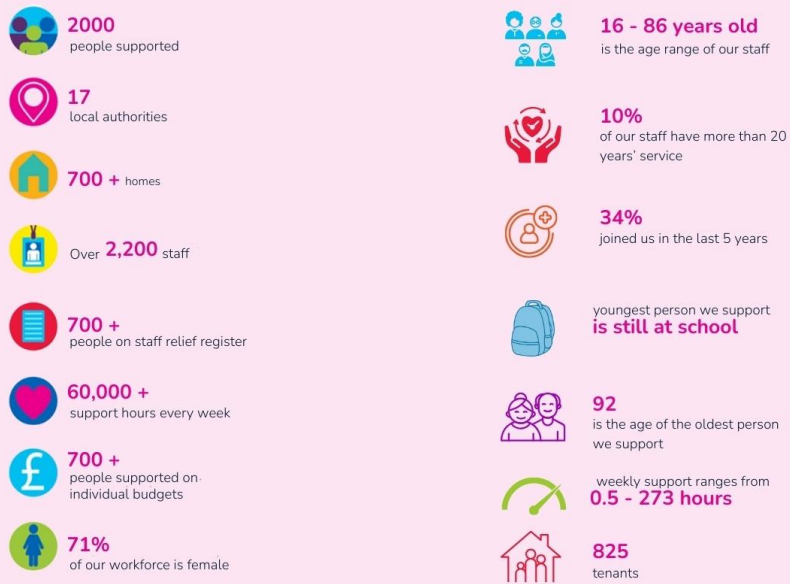
For more information on TAG:

[The Advisory Group - Welcome To TAG](#)

Introducing Key cont.

We employ over 2,200 staff (with a relief register of another 700 workers) across Scotland, the majority of whom are directly involved in either providing, organising, or managing support.

A snapshot of our organisation



Job Description

You will work closely with your Support and Development Manager to:

- Assist in the design and development of new and existing services, including our Short Breaks programme, to creatively meet the support needs of people with disabilities
- Provide positive leadership and management which enables our teams of workers to deliver and continually improve high quality support in line with people's needs, agreed outcomes, aspirations, and their SDS individual budgets.
- Working in tandem with the Support and Development Manager, ensure that services are managed within our policies, practices, and quality assurance systems, operating within the Health and Social Care Standards, Codes of Conduct and Health and Safety legislation.

Now is an exciting time to be part of the people we supports' lives, and to join our team, so we really want to hear from you!

About the role

We are excited to be recruiting to this full-time Assistant Support and Development Manager position, which is an important leadership role within our Glasgow Key services.

We are seeking a highly motivated, confident, and enthusiastic individual for this role, with excellent leadership qualities and a commitment to personalised support that helps people lead their best lives.

Person Specifications

Respect for the fundamental dignity of each and every person, regardless of the level of support they require, lies at the heart of our organisation, as do the principles of choice, control, participation, and inclusion.

We are seeking someone who is confident in leading social care services, loves supporting people in their own homes and communities, and has experience leading and managing teams in a health and social care environment.

You will also be able to demonstrate:

- A commitment to individuals, enabling each person to achieve their dreams and aspirations with a clear focus on outcomes.
- Excellent communication skills and work collaboratively with a range of stakeholders, including family carers and other professionals.
- Flexibly as part of a busy management team and be able to prioritise and delegate effectively.
- Excellent organisational skills and an ability to maintain and develop a number of systems and processes relevant to the role.
- A commitment to your own personal learning and development as well as your teams.



Job Description

For people we support (and their families and representatives):

1. Develop individual person centred planning processes that ensure that each person's support is outcome based, tailored to their individual requirements and delivered within their individual budgets.
2. To ensure that individuals are provided with the best possible support and opportunities to enjoy a fulfilling lifestyle within safe parameters, ensuring that any risk issues are fully addressed.
3. To creatively develop local community support networks and individual support circles that, where possible, reduce the dependency of individuals on paid support.
4. To promote a positive culture and processes that enable people we support (and their families/representatives) to understand their support options and participate appropriately in all decisions affecting their support.
5. To ensure that people we support and their families have adequate information and support to understand how their individual budget is being managed where an Individual Service Fund is in place.
6. To ensure that all individual services are regularly reviewed to monitor the quality of support provided and ensure they are responsive to changing needs, wishes, aspirations and opportunities.
7. To provide direct support to individuals as required.

For people who are potentially wishing to use our support services (and their families and representatives):

1. To ensure that good quality information is available locally to people who may be interested in using our support services.
2. To meet with people who potentially wish to use our support services (and their families/representatives) and discuss the service which we can offer and the options that may be available within the geographic area.
3. To design and develop individual Outcome Based Support Plans in line with people's individual budget and personal requirements.
4. To liaise effectively with commissioning staff and other multi-agency representatives in relation to support applications/referrals.

With workers:

1. To participate in and sometimes co-ordinate person centred recruitment and deployment of contracted and relief register workers to ensure effective support delivery in the area.
2. To manage local induction, supervision, and performance appraisal of workers in the area.
3. To lead, supervise and support Team Managers/Leaders to manage small teams of workers to competently deliver high quality outcome based support to individuals (This will include provision of 'out of hours' support).
4. To help all workers and teams operating in the area to confidently support people in a person centred way and ensuring that workers have the specific knowledge and skills to meet the individual requirements of the people they support.
5. To develop a culture of creativeness, openness and professional accountability in line with the Codes of Practice for all social service workers.

Operational Management:

1. Manage the service within our operational procedures to meet National Health & Social Care and Safety legislation and requirements of SCSWIS.

General:

1. Liaison with relevant professional agencies in the area and in particular work closely with Care Managers and commissioning staff.
2. Work in partnership with other individuals and community groups to maximise community opportunities for people we support.
3. Being accountable for the quality of your own work and learning, thereby maintaining and improving knowledge and skills, while at all times operating within the Codes of Practice for social service workers.
4. Any other duties consistent with aims of the post as required.

What you'll receive

- Full Time (39 hours per week) Permanent role.
- Annual salary £39,852 - £44,226
- 33 days annual leave + 5 public holidays
- Defined pension contributions
- Occupational Sick Pay
- Family Friendly policies from day one
- Supportive working environment
- Employee Assistance Programme offering free confidential counselling, advice and support on a wide range of issues.
- Free access to occupational health support
- Access to the **HSF Health Plan** which offers a range of **Health Cash Plans** that can help you and your family manage everyday healthcare costs not fully covered by the NHS.
- Credit Union Membership
- Cycle to Work Scheme
- Access to Costco Membership
- Access to Blue Light Card/Blue Light Ticket registration which offer a range of discounts and savings
- Concerts for Carers registration
- Commuter Travel Club

What our staff say about us

Our staff are an incredible group of people. We regularly engage with them to understand how they feel about their job.

The good news is that feedback is consistently positive. Let's take a look at what some of them have said when asked what's the best thing about working for our organisation

95%
of staff survey
respondents
said they
were proud to
work for us

“Seeing the people we support happy and working towards the outcomes which are person centred round their choices and wishes.”

“Feeling that I am valued and able to make a difference in people's lives.”

“Helping individuals to live as full a life as possible and knowing I can make a difference to that person's life for the better”.



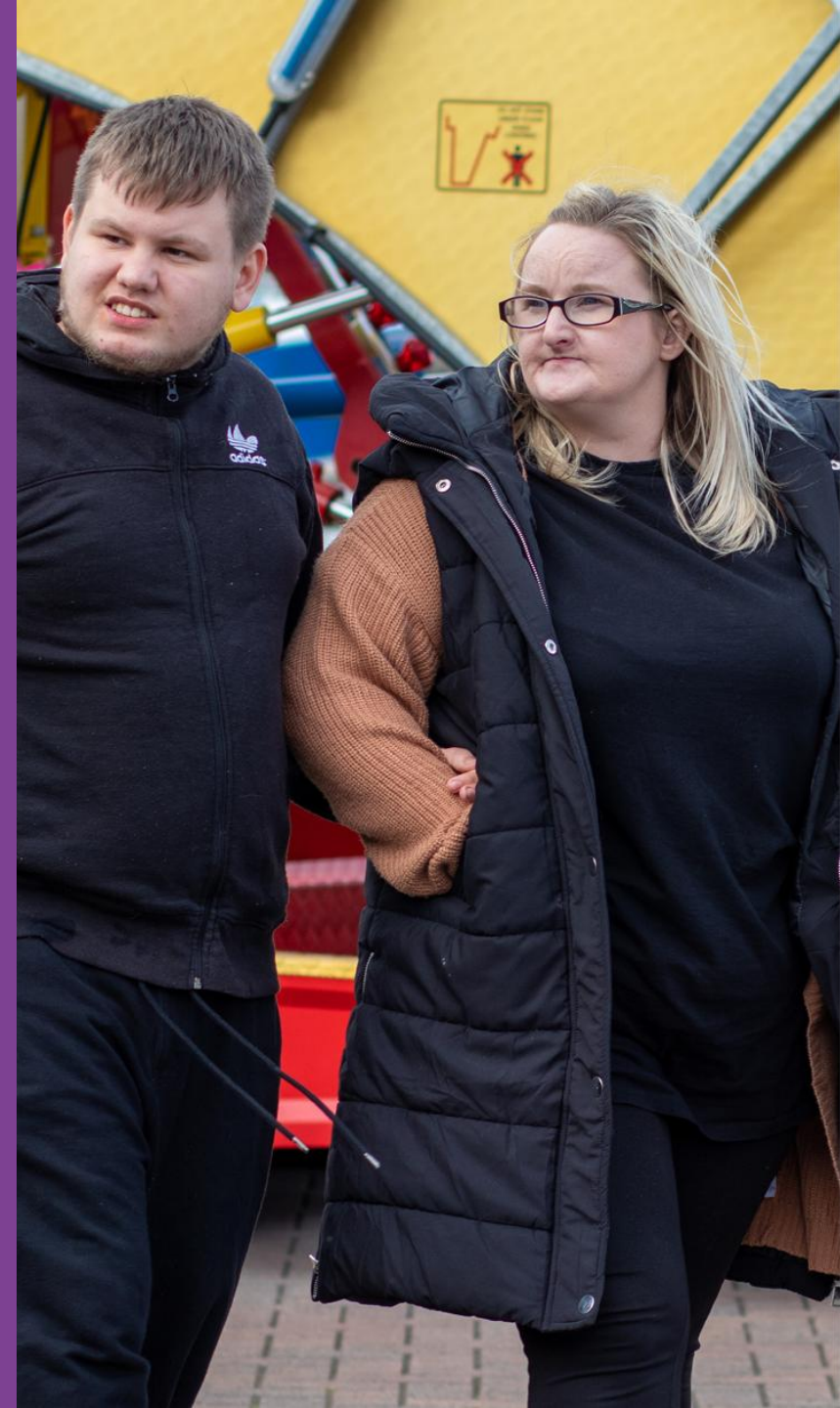
How to apply

If you think this is the job for you, and you've got the knowledge, skills and passion we are looking for then please [Click here to apply](#).

Initially, you will be asked a couple of questions about your previous experience and there will be an option for you to upload your CV. If you meet our essential criteria, you will be asked to complete an application form to progress to the shortlisting stage.

We've tried to make the application form as straightforward as possible. It will take about 20 minutes to complete, and we encourage you to give us as much information as possible and answer all questions fully.

The closing date for submitting fully completed application forms is **7th August 2026**. If you need any help submitting your application, please email careers@key.org.uk or call us on **0141 342 1890**.





What happens at an interview?

When we invite people to an interview, we want it to be a relaxed experience. We want to get to know you as a person and find out why you're interested in the position with Key.

You can expect to meet our Operational Manager and Area Manager. They'll each ask you some questions about you, your experience and of course explain more about the role.