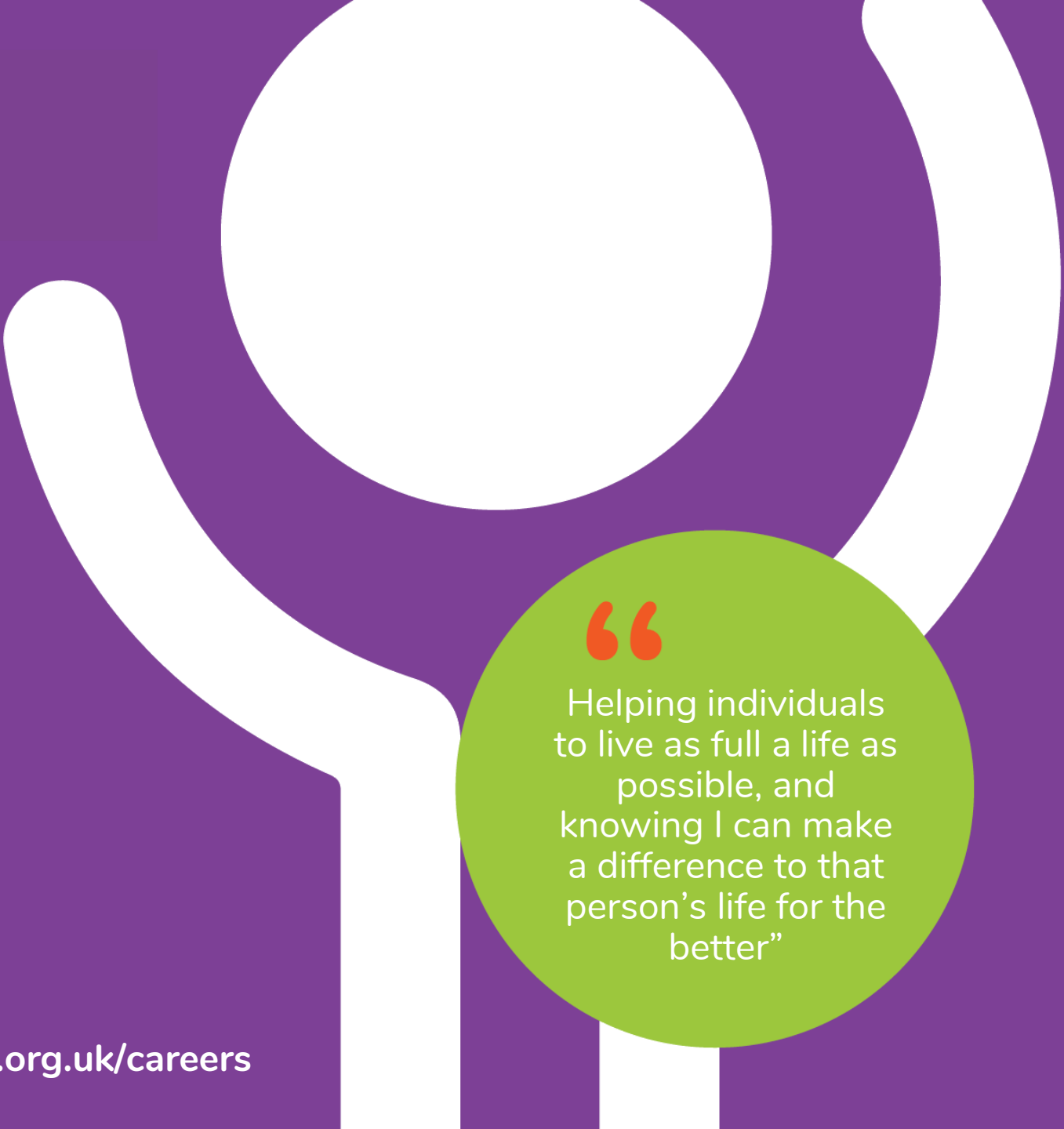




Support and Development Manager

Dumbarton

“

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”

Learn more and watch some amazing films at key.org.uk/careers

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 Support and Development Manager based at our Dumbarton 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 Area 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 discuss the role further, please contact our Area Manager, Michael Lewis, via email: michael.lewis@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.

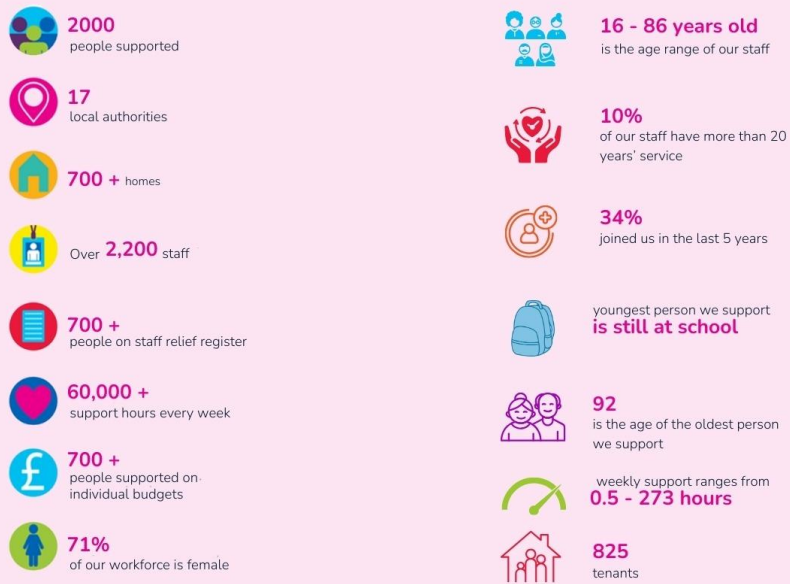
For more information on TAG:

[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





About the role

We are excited to be recruiting to this full-time Support and Development Manager position, which is a crucial leadership role within our Dumbarton services and our continued commitment to SDS and person centred support.

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.

You will work closely with the Area Manager to manage and develop highly individualised support services in Dumbarton and surrounding areas.

We currently provide support to 24 amazing people, and this post will help us develop and grow our services in Dumbarton area, and to continue supporting people in having their best lives.

Job Description

As Support and Development Manager you will:

- Assist in the design and development of new and existing services to creatively meet the support needs of people with disabilities in Dumbarton and surrounding areas.
- Provide positive leadership and management which enables small teams of workers to deliver and continually improve high quality support in line with people's needs, agreed outcomes, aspirations, and their allocated resource.
- Ensure all 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.

Person Specifications

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. You will also:

Demonstrate a commitment to individuals, enabling each person to live a fulfilled life and achieve their dreams and aspirations with a clear focus on outcomes.

Work collaboratively with a range of stakeholders, including family carers and other professionals and have excellent communication skills.

Keep teams positive and support people through their more difficult times.

Assist in harnessing community assets and maximising independence.

Work positively and flexibly as part of a busy management team, prioritising and delegating effectively.

Have excellent organisational skills and an ability to maintain and develop a number of systems and processes relevant to the role.

Commit to your own personal learning and development as well as of your team.



What you'll receive

- Full Time (39 hours per week) Permanent role.
- Annual salary £47,259 - £49,728 (Pay Aware Pending)
- 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”.



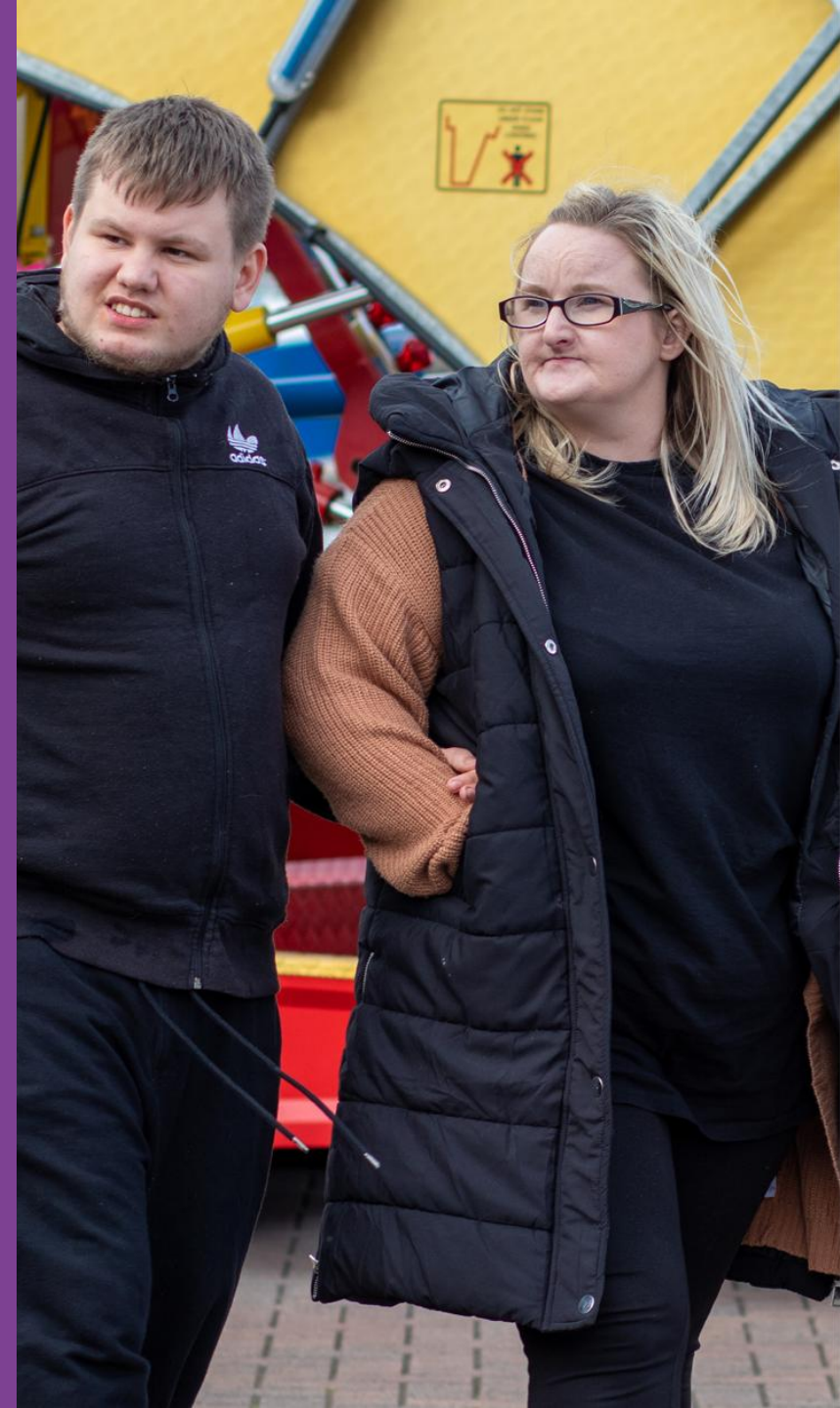
How to apply

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.

Interviews are expected to take place on Friday 21st August 2026.