Recruitment Profile

Post number	15818
Position title	Occupational Therapy Service Manager
Grade	10A
Department	People
Location	East Locality
Salary/Rate of Pay	£26655.46 - £27869.09 per annum
Hours of work	17.5
Weeks per year	52.1428
Number of staff responsible for	6-7
Reports to post number	Operations Manager
Registration requirements	HCPC
Drivers Licence required	A current driving licence and use of a vehicle is an essential requirement of this post. * If you have a disability which precludes you from holding a drivers licence, Scottish Borders Council will take into account its responsibility to make reasonable adjustments to allow for your disability. Should it be possible to make such an adjustment in order that you can undertake the travel responsibilities of the post, this will be taken into account in consideration for this role. Category B
Contract status	Permanent
Contract end date	
Reason for temporary vacancy	
Disclosure status	PVG Children & Protected Adults
Political restrictions	No
Role profile number	SC 8S
Business World post status	Permanent
Work pattern	17.5 hrs, pattern to be agreed.
Vacancy number	SBO09970
Closing date	06/05/2026

Role purpose

Working under the operational direction of the Operational Manager, the Service Manager provides leadership and direction to the staff within their service portfolio, in order to deliver quality, effective and customer focused services that meet our statutory responsibilities.

In line with the operational steer and delegation to them by their Operational Manager, the Service Manager is responsible for developing, delivering and ensuring effective governance within their team(s) by optimising the following across their service(s):
- Care governance and standards, risk management and health and safety
- Service user / carer / public engagement and feedback / complaints
- Financial performance and delivering to best value
- Non-financial performance
- Contracting
- Staff governance, culture, learning and development
- Leadership and innovation in relation to the transformation agenda

In support of the Directorate and under the steer of their Operational Manager, the Service Manager will ensure that services comply with relevant direction, policy, legislation and regulations. The Service Manager will work in line with best value principles.

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The Service Manager will take a strengths-based, enabling and empowering approach to deliver improved outcomes, and will work in line with the Council values. The Service Manager will work to ensure seamless, integrated service provision for our service users, and support the health and social care integration agenda.

Person specification		
Criteria	**Essential**	**Desirable**
Education, qualifications and training	• The Service Manager will have relevant experience / qualifications in Occupational Therapy • Educated to degree level	Professional qualification in Health and Social Care management Leadership training
Skills, knowledge and competences	• Knowledge of statutory duties, relevant regulations and responsibilities • Proven leadership skills • Ability/capacity to juggle and prioritise many different tasks, including the ability to plan and organise workload effectively, both of self and others, delegating where appropriate. • Proven ability to effectively manage services and staff • Ability to effectively manage / oversee budgets and set out other appropriate governance arrangements • Ability to successfully influence and negotiate with others at all levels • Excellent interpersonal and networking skills including an ability to communicate effectively and to work in partnership with service users, carers, staff and other agencies • Ability to write business plans, service proposals, budget plans etc. • Relevant digital literacy to a high standard and evidence of embracing and promoting digital developments	• Excellent knowledge of best practice in the delivery of Occupational Therapy • Excellent knowledge of multidisciplinary/multi-agency working. • Excellent knowledge of relevant legislation and policy context. Awareness of research findings into Community Care Services, Integration, Consultation
Experience	• Management experience within a social work, social care, occupational therapy or health setting including management of staff, finance and performance. • Experience of significant direct work with service users and carers • Experience of working in a partnership involving both health and social work/ care / OTs, and other agencies • Experience of successful change	• Past experience in re-engineering public or private sector businesses, initiating and marketing new businesses

	management • Experience of effective performance management • Experience of listening to and working with users and carers to develop better services • Experience in contributing to business plans, business proposals, budgets, etc	
Other	• Focused • Particular about standards • Manages through empowerment and delegation • Good communicator • Takes and promotes accountability • Celebrates success and strengths • Is committed to 'learning organisation' style of management and Council Values • Approachable, visible leader • Operates in a non-blame management style • Dynamic and intuitive leadership skills • Is able to motivate and inspire others • Financial acumen • Analytical skills as a strength	• Energetic, entrepreneurial • Flexible and adaptable • Opportunistic, optimistic, dynamic leader • Able to inspire enthusiasm in others and to engage support for new ideas • Enjoys challenge and change

Driving Licence - Where it is an essential requirement for this post to hold a current driving licence. Note: If you have a disability which precludes you from holding a drivers licence, Scottish Borders Council will take into account its responsibility to make reasonable adjustments to allow for your disability. Should it be possible to make such an adjustment in order that you can undertake the travel responsibilities of the post, this will be taken into account in consideration for this role.

HEALTH & SAFETY STATEMENTS

To ensure the effective management of health & safety within the area of responsibility, for employees and anyone else affected by the work activities, through the implementation and compliance with health & safety policies, procedures and arrangements.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as may be required by the Workforce Planning & Development Manager to meet the needs and responsibilities of the Service and the Council.

Equality – Ensure that all work and outputs comply with and promotes equal opportunities and diversity.

Supervisory or Managerial posts only - Ensure that HR systems are in place for reporting management information and making recommendations for any corrective action necessary.

Equal Opportunities - Scottish Borders Council is committed to improving the diversity of its workforce to better reflect the communities we serve. We welcome applications from all minority groups and individuals who identify with one or more of the protected characteristics as defined by the Equality Act 2010. In particular from candidates who assess themselves as having a disability, under the Disability Confident Employer scheme this guarantees an interview to those individuals who meet the essential criteria of the post. All appointments will be made on merit.

Digital Innovation & Solution Focused Statement
Scottish Borders Council is committed to excellence and continuous improvement through the transformative power of digital solutions reinforcing our commitment to excellence, sustainability, enhancing our work practices and enriching our support to the community. As digital innovation evolves, our organisation is dedicated to integrating these advancements in a manner that aligns with our core values and strategic objectives.

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All roles across the Council will actively seek and implement the latest digital solutions and technologies that can improve efficiency, productivity, and the quality of our services. Training will be provided, to ensure staff are proficient in utilising new technologies, fostering a culture of continuous learning and adaptability.

Please note priority will be given to staff on the deployment/redeployment list who meet the essential criteria of the post.

Please note that applicants who have received early retirement/voluntary severance from Scottish Borders Council will not be considered.

TEMPORARY POSTS
If at a later date a temporary post becomes permanent, it will be at the discretion of the Department's management team to confirm the post holder as permanent without readvertising.

PRE EMPLOYMENT CHECKS

Essential

- Confirmation of Right to Work in the UK **- (All posts)**
- Level 1/Level 2/PVG Registration Disclosure Check - ***(PVG/Disclosure posts only)***
- References - ***(All posts***)
- Confirmation of qualifications required to meet the essential criteria on the person specification **- (All posts)**

Right to Work in the UK - To ensure that you are eligible to work in the UK, we will require the following documentation:

- A Passport showing you are a British/Irish Citizen.

  OR

- A British Birth/Adoption Certificate along with an official document containing your name and permanent National Insurance number

For all other nationalities

- Settled status code

  OR

- Immigration status document, for further information visit Apply to the EU Settlement Scheme (settled and pre-settled status) - GOV.UK (www.gov.uk)

Please note that a Short Birth Certificate and a Driving Licence are not sufficient to show your entitlement to work in the UK.

OTHER DETAILS

Disclosure/PVG Registration

Under the Rehabilitation of Offenders (Exclusion and Exceptions) (Scotland) Order 2003 to the 1974 Rehabilitation of Offenders Act (ROA) Scottish Borders Council are entitled to ask "exempted questions" that require applicants for certain positions to reveal their full criminal history.

This means that all details of criminal convictions, whether they are spent or not, must be disclosed to help the recruiting manager assess the person's suitability for a position of trust.

Disclosure

These "excepted professions" are set out in the Exceptions Order and include:

- certain professions in areas such as health, pharmacy and the law;
- senior managers in banking and financial services;

PVG Registration

Certain posts are considered Regulated Work with Vulnerable Children and/or Protected Adults, under the Protection of Vulnerable Groups (Scotland) Act 2007. Preferred candidates will be required to join the PVG Scheme or undergo a PVG Scheme update check prior to a formal offer of employment being made by Scottish Borders Council.

PVG/Disclosure Process

After the application is processed you will receive an email with a secure link to view the disclosure. You must share this with us to progress the recruitment process.

Teacher Posts in Catholic Schools

Certain posts are in a denominational school therefore candidates must seek Catholic Church approval when submitting their application for these posts. You should apply for RC Church approval at the same time as submitting your application form. Guidance and the relevant forms can be obtained at www.sces.uk.com/approval.html.

Political Restrictions

Certain posts within Scottish Borders Council will be deemed Politically Restricted. If you are appointed to such a post the Local Government Officers' (Political Restrictions) Regulations 1990 provide that your terms and conditions of employment are deemed to incorporate additional provisions set out in the Schedule to the Regulations, a copy of which can be obtained from HR. Full details of restrictions will be provided in your application pack if you are applying for a Politically Restricted post.

**** From 1 April 2026 a Scottish Local Government Living Wage Rate of £13.52 per hour has been agreed. All employees recruited on a salary/wage less than the SLGLW rate shall receive a payment additional to their salary/wage in order that they are paid at the rate of £13.52 per hour. The additional payment shall count as pensionable earnings and be subject to deduction of tax, national insurance and pension where appropriate.