

Recruitment Pack



EAST RENFREWSHIRE COUNCIL

HSCP SUPPORT AND DELIVERY MANAGER

ERN06630

EXTERNAL

CONTENTS

Advertisement

Job Description

Person Specification

This Recruitment Pack should contain all the information you require to complete your application.



our values



ADVERTISEMENT



DEPARTMENT:	Health & Social Care Partnership
JOB TITLE:	HSCP Support and Delivery Manager
JOB STATUS:	Full Time
DURATION:	Fixed Term for 24 Months
NUMBER OF VACANCIES:	1
GRADE:	13
HOURLY RATE:	£30.95 - £33.79
ANNUAL SALARY:	£56,480 - £61,663
HOURS PER WEEK:	35
LOCATION:	Eastwood Health and Care Centre and other HSCP buildings

East Renfrewshire Health and Social Care Partnership is seeking an experienced, forward-thinking HSCP Support and Delivery Manager for a 24-month fixed-term opportunity. Leading integrated council and NHS business support teams, you will shape efficient, resilient and customer-focused support and facilities services, while driving service redesign and playing a lead role in health and safety, business continuity, accommodation planning and digital transformation.

You will be a confident, collaborative leader with significant experience of managing business support services, leading change and delivering complex improvement programmes across multiple services. You will build strong partnerships, manage competing priorities and play a lead role in supporting and developing support services during a period of significant change.

This post is subject to a Level 2 Disclosure Check.



our values



For details of our employment policies and terms and conditions, please visit our Council Careers page <https://eastrenfrewshire.gov.uk/careers>

East Renfrewshire Council has launched a new 15-year Community Planning Partnership vision called 'A Place to Grow'. Please follow this link <https://eastrenfrewshire.gov.uk/placetogrow> to watch a video and read our full plan which sets out our shared hopes and aspirations between now and 2040 so that East Renfrewshire is a place where everyone can flourish, thrive and grow.

Please note – all applicants will be asked to provide proof of their right to work in the UK, and any offer of employment will be conditional upon verifying documentary evidence before employment commences. Further information can be found here: <https://www.gov.uk/prove-right-to-work>

Please note – East Renfrewshire Council does not provide Visa sponsorship.

References – during your application form completion you must provide details of a minimum of 2 referees, 1 of which should be your most recent or current employer. It is also a requirement that the referees are your previous/current managers and are not the details of work colleagues operating at the same level as you or personal referees. Please note only work email addresses for referees will be accepted. Please contact hrdirect@eastrenfrewshire.gov.uk with any questions.

Employability Support – Work East Ren – For further support on completing job applications, East Renfrewshire residents can access free support from our employability team Work East Ren. They can also provide general support with other employability matters. Please contact Work East Ren on 0141 577 8438, email worker@eastrenfrewshire.gov.uk or visit the website <https://www.workeastren.co.uk/>

Pension Scheme

Employees with a contract of employment for 3 months or more are automatically included in our Local Government Pension Scheme which is a career average scheme. Pension contribution rates are based on a tiered system determined by your annual full time equivalent pensionable pay. Further details can be found in the attached document General Information for Applicants or via the Strathclyde Pension Fund website [Local Government Pension Scheme \(LGPS\) Guidance](#)



Recruitment Dates

Closing date for applications: midnight on Sunday 25 October 2026

Shortleat date: 28 October 2026

Interview date: 10 November 2026

If you would like an informal discussion about the post, please contact Mairi-Clare Armstrong, Resources, Change and Recovery Manager, on 0141 451 0749 (No agencies please).

Recruitment Communication

As you are applying for this post on-line you will receive an automatic e-mail receipt once you have submitted your form.

You should also note that all communication will be sent electronically to the email address you provide on your form. This can include the following:

- Email notification advising of outcome of shortlisting
- Invite to interview email
- Conditional offer email
- Full employment contract

Given the nature of the above correspondence you should ensure that the email address you provide is secure and relevant (i.e. not public or work related if possible)

Payslips

The council provides electronic payslips online through our employee self-service portal. Successful applicants will be provided with a login to the self-service portal to access their payslip.

Guaranteed Interview Scheme

Disability Confident

If a disabled applicant can clearly show in their application that they meet the essential criteria for the job (as shown in the person specification) they will be given the opportunity to demonstrate their abilities at interview.



Care Experienced Children and Young People – Looked After Children

For Local Government roles, if an applicant clearly shows in their application that they meet the essential criteria for the job (as shown in the person specification) and they have either been in the care of their local authority i.e. been in foster care or in residential care etc. and they are under the age of 29 years old they will be given the opportunity to demonstrate their abilities at interview.

Veterans

For Local Government roles, if an applicant clearly shows in their application that they meet the essential criteria for the job (as shown in the person specification) and can demonstrate in their work history they are a Veteran of the armed forces who has left or is leaving service then applicants will be given the opportunity to demonstrate their abilities at interview.

Trainee Roles or Modern Apprentices

For modern apprentices or traineeship roles where the applicant is an East Renfrewshire Council resident or school leaver, they will be guaranteed interview if the applicant clearly shows in their application that they meet the essential criteria for the job.



Equalities

East Renfrewshire Council is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

Our aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

We offer a range of family friendly, inclusive employment policies, and employee benefits to support staff from different backgrounds.

East Renfrewshire Council has committed to implement the key recommendations of the Scottish Parliament's Equalities and Human Rights Committee's Race Equality, Employment and Skills: Making Progress report.

Application Guidance

For help on completing East Renfrewshire Council's Local Government application form, we have provided guidance on our Careers webpage under the Applying to Work for Us section which can be found here

- <https://www.eastrenfrewshire.gov.uk/careers>

Please fill out the application using your own words, based on your own experiences. We ask that candidates do not use AI tools to complete recruitment application forms. We value authenticity and are genuinely interested in reading candidates personally written applications. If it looks like your application was created using AI, we may not be able to consider it unless you've told us in advance and we've agreed this as part of a reasonable adjustment.

Privacy Notice

If you would like more information about how we handle your data please read our Privacy Notice which can be found here:

<https://www.eastrenfrewshire.gov.uk/hr-privacy-notice>



JOB DESCRIPTION



Department: HSCP

Division/Section: Finance and Resources

Job Title: HSCP Support and Delivery Manager

Responsible to: Resources, Change & Recovery Manager

Grade: 13

Date Revised: June 2026

Purpose of the Role: To oversee and develop the key enabling functions of the HSCP specifically business support and facilities management. The postholder will also play a lead role in Health and Safety and Business Continuity.

The role will also lead redesign of business support services along with having responsibility for the operational delivery of the HSCP digital transformation agenda across the enabling functions.

Responsibilities

- Leadership of integrated support teams comprising both council and NHS employees across business support and facilities services.
- Lead with a focus on customer service, ensuring support services are robust, fit for purpose and meet the needs of the HSCP.
- Develop standard operating procedures across business support services, ensuring a standardised approach and operational resilience.
- Lead the review and redesign of business support services following implementation of the case recording system and other digital solutions.



our values



- Support implementation of the HSCP digital transformation programme, ensuring timelines are realistic and progress reports are produced for the Chief Officer, Heads of Service and relevant programme boards.
- Work with HSCP colleagues to challenge existing practice and identify digital opportunities to improve service delivery, supported by sound business cases and options appraisals.
- Be responsible for the day-to-day management of all HSCP buildings and facilities, ensuring they operate efficiently, effectively and in accordance with health and safety legislative requirements.
- Lead on the HSCP accommodation strategy and support the capital planning process, liaising with partner organisations as required.
- Be responsible for the day-to-day management of business support and administration services to the HSCP, ensuring all required business support processes and requirements are met in a timely manner.
- .To ensure key service absences can be covered at short notice and develop a lean and flexible service that can respond quickly to changes in demand.
- Support implementation of the HSCP digital strategy, ensuring clear alignment with partner organisations.
- Liaise regularly with key stakeholders, including IT, HR and other business partners, and represent the HSCP in partner change programmes and workstreams.
- Be a member of the Management Team and work closely with other team members to ensure clear communication and coherence across work plans.
- To support the Chief Officer and Heads of Service with capturing, analysing, planning and modelling future services and other changes, horizon scanning and assessing scenarios.
- Provide briefing notes, reports, seminars and presentations to the IJB and HSCP, as well as externally, including representing the HSCP at external fora as required.
- Undertake any other relevant duties as required, including deputising for the Senior Manager.

PERSON SPECIFICATION



POST OF:	Service Manager: Support and Development	DEPARTMENT:	HSCP
GRADE:	13	SERVICE:	Finance and Resources
ATTRIBUTES	ESSENTIAL	DESIRABLE	
PROFESSIONAL / EDUCATIONAL QUALIFICATIONS OR EQUIVALENT WORK EXPERIENCE	Educated to degree level or relevant professional experience	Project or Programme Management Qualification such as Prince 2 Change programme or accredited management qualification	
RELEVANT WORK / OTHER EXPERIENCE / SKILLS	Demonstrable experience of managing integrated business support services. Experience of leading staff through change Experience of managing multiple projects and workstreams across multiple services. Track record of business improvement, service reviews and redesign. Track record of programme management experience, including digital improvements and delivery of financial savings and benefits.	Experience of playing a lead role in health and safety. Experience of buildings and facilities management. Experience and understanding of the impact of implementing new IT systems or software.	



our values



	Experience of achieving improved customer services through business change Experience of leading and managing strategic change and service improvement projects. Experience of building positive relationships with a variety of stakeholders including partners and customers.	
PERSONAL QUALITIES / BEHAVIOURS	Effective communicator Able to work as part of a team or independently A leader of change Customer focused Able to prioritise competing demands	
PEOPLE MANAGEMENT	Previous experience of managing people.	
LEADERSHIP COMPETENCIES	- Leads with Purpose: Leaders demonstrate integrity and align the work they are responsible for with our organisational goals, culture and values. They behave with professionalism, following up on commitments and using their expertise to maximise positive outcomes. - Grows Self and Others: Leaders live by our values to empower others, support growth, and celebrate contributions, building a stronger organisation for the future. They develop talent, build confidence, and	

	foster a culture of continuous learning and innovation for themselves and others. • Nurtures Partnerships: Leaders build meaningful relationships based on trust and respectful communication. They lead with a 'One HSCP, One Team' mindset to achieve shared goals across teams, services and our community.	
ADDITIONAL JOB REQUIREMENTS	Ability to work flexibly to support the needs of the service	