Tagsa Uibhist
East Camp, Balivanich, Isle of Benbecula, Western Isles, HS7 5LA
Telephone: 01870 602111, www.tagsa.co.uk
OSCR Registered Charity no SCO29417

Tagsa Uibhist

Senior Manager - Job Description

Job Title:	**Senior Manager**
Reports to:	Board of Trustees
Responsible for:	Care Manager, Finance Manager/Transport Coordinator, Community Gardener Coordinator, Mental Health and Wellbeing Manager, HR Manager
Location:	East Camp, Balivanich, Isle of Benbecula.
Hours:	Part-time, 28 hours per week (0.8 FTE)
Salary:	£45,000 – £48,000 per year FTE, pro rata for 28 hours (£36,000 – £38,400 per year)

About Tagsa Uibhist

Tagsa Uibhist is a community charity and registered Care at Home provider based in Balivanich, Benbecula, providing Care at Home services, Mental Health and Wellbeing support and Community Transport, with a Community Garden attached.

Job Purpose

The Senior Manager provides overall operational leadership for Tagsa Uibhist, ensuring the effective, safe, and compliant delivery of all services. The post-holder leads the Management Team, has lead responsibility for implementing the 2026–29 Strategy – Slàinte agus Sunnd (Health and Wellbeing in our Community), and acts as the organisation's principal point of accountability to the Board on service performance, regulatory compliance, and organisational risk.

Key Responsibilities

Strategic and Operational Leadership

- Lead and coordinate the Management Team, chairing regular meetings and ensuring effective cross-departmental working across Care, Finance/Transport, Community Gardens, and Mental Health and Wellbeing
- Lead implementation of the 2026–29 Strategy, translating its three priorities — streamlining resources toward highest-impact activities, building on established strengths, and staying connected and responsive to the community — into departmental delivery plans
- Monitor progress against the outcomes frameworks set out for each service area (Care at Home, Adult Support/Mental Health and Wellbeing, Community Transport, Community Gardens), reporting on progress to the Board
- Translate Board-approved strategy and business plans into operational delivery plans

- Monitor organisational performance against strategic objectives and KPIs, reporting regularly to the Board
- Identify and manage organisational risk, escalating matters of governance or regulatory significance to the Board

Service Delivery and Quality

- Hold overall responsibility for the quality and safety of service delivery across all departments
- Ensure compliance with Care Inspectorate registration requirements, SSSC Codes of Practice, and relevant Scottish health and social care legislation
- Oversee the organisation's response to inspections, complaints, and safeguarding matters, working closely with the HR Manager and Care Manager
- Ensure policies and procedures remain current, compliant, and embedded in practice across departments

Governance and Board Liaison

- Act as the primary link between the Management Team and the Board, attending Board meetings and preparing Board-ready reports
- Support the Board in fulfilling its governance responsibilities, providing accurate and timely operational information
- Ensure statutory returns, regulatory reporting, and funder compliance requirements are met
- Support the Board's governance development priorities, including Board diversity, succession planning, and director training, ensuring the Board has the operational information needed for effective oversight

Finance and Resources

- Work with the Finance Manager to set strategic budgets and oversee ongoing budget monitoring and financial sustainability

Fundraising and Income Generation

- Take a lead role in fundraising for the organisation, with particular focus on income streams supporting the Community Gardens and Mental Health and Wellbeing services
- Work closely with the Community Gardener Coordinator and Mental Health and Wellbeing Manager to identify funding opportunities, develop grant applications, and maintain funder relationships for their respective services
- Lead delivery of the Strategy's financial sustainability priorities: diversifying income through national grant and philanthropic funding, and developing a data-driven value proposition that demonstrates Tagsa's social and economic impact to funders and strategic partners (NHS Western Isles, Comhairle nan Eilean Siar)
- Oversee the organisation's overall fundraising strategy and pipeline, ensuring coordination across departments
- Ensure funding and grant compliance reporting obligations are met, in line with Tagsa Uibhist's Grant Management Procedure

People Management

- Work with the HR Manager to ensure effective workforce planning, recruitment and retention across all departments
- Promote a positive, values-led organisational culture consistent with Tagsa Uibhist's community ethos
- Support the Management Team in staff performance management, supervision, and development
- Champion the Strategy's workforce commitments: maintaining Investors in People status, supporting CPD and SVQ pathways, upholding Real Living Wage employer status, and embedding values-based, safeguarding-led recruitment

Organisational Culture and Values

- Model and embed Tagsa Uibhist's values (Welcoming, Trustworthy, Caring, Community Driven, Collaborative, Committed) in leadership practice
- Support the organisation's commitment to Gaelic, including participation in the Neart sa Ghàidhlig initiative, ensuring engagement is supported and never pressured
- Maintain the UNISON voluntary recognition agreement, including participation in the Joint Negotiating and Consultative Committee (JNCC) and support for union representatives

External Relations

- Represent Tagsa Uibhist with external stakeholders including the Care Inspectorate, funders, NHS Western Isles, Comhairle nan Eilean Siar, and community partners
- Maintain and develop partnerships that support service delivery and organisational sustainability

Person Specification

Essential

- Proven senior management experience in a care, health and social care, or third sector setting
- Strong working knowledge of Care Inspectorate requirements, SSSC registration, and relevant Scottish social care legislation
- Experience leading and managing multidisciplinary teams
- Experience reporting to and working with a Board of Trustees or equivalent governance body
- Significant experience of fundraising and grant applications, ideally across multiple funding streams
- Demonstrated experience overseeing and setting strategic budgets, including working jointly with a Finance function
- Experience of charity governance and third sector funding models
- Alignment with and ability to embed Tagsa Uibhist's organisational values and community-driven ethos
- Excellent written and verbal communication skills
- Full driving licence and willingness to travel across the Outer Hebrides

- Willingness to relocate to Uist/Benbecula, or already resident in the area

Desirable

- Degree-level qualification in a relevant field (e.g. health and social care management, business, social sciences) or equivalent professional experience, such as an SVQ Level 4/5 in Health and Social Care Management; a postgraduate qualification would be an advantage
- Background in social work, social care, or community services
- Understanding of or willingness to engage with Gaelic language and culture
- Experience within a rural or island community context

Terms and Conditions

- Salary: £45,000 – £48,000 per year FTE, pro rata for 28 hours (£36,000 – £38,400 per year)
- Pension: Tagsa Uibhist pays an employer pension contribution of 5%, alongside the employee's own contributions
- Annual leave: 33 days per year FTE (26.4 days pro rata for 28 hours), plus one additional day for each year of service, up to a maximum of 5 additional days
- Flexible working: Tagsa Uibhist has a Flexible Working Policy, and home working is available when needed, alongside regular working from our Balivanich office
- Probationary period: 4 months
- Subject to satisfactory PVG scheme membership and references