



Supporting children and young adults in Highland who have additional support needs

SNAP Deputy Services Manager

Purpose of the Role:

The Deputy Services Manager (DSM) plays a key leadership role across SNAP's services at two locations: Drummond School and The Haven Centre. This full-time post (35 hours per week) ensures high-quality provision for children and young people with additional support needs. The DSM is responsible for strong operational oversight, staff development, and delivering inclusive, safe, and engaging experiences aligned with SNAP's core values: Fun, Friendships, Experiences, Respect.

Working closely with, and reporting to, the Services Manager, the DSM provides day-to-day support for the team, coordinates logistics, and contributes to strategic planning to ensure the continued success and growth of SNAP's services.

Key Responsibilities:

Leadership & Service Coordination (Across Both Locations)

- Provide hands-on leadership and support across both service locations, ensuring consistency in quality, values, and approach.
- Deputise for the Services Manager when required, supporting the oversight of staffing, planning, and service delivery.
- Support the development and delivery of services that are responsive to the needs of young people and their families.
- Promote effective communication and collaboration between both sites to ensure shared goals and learning.
- Monitor service performance and report feedback, successes, and challenges to the Services Manager.

Staff Management & Team Support

- Foster a positive and professional team culture through regular staff check-ins, support, and guidance.
- Oversee team meeting agendas, contribute to minutes, and lead follow-up actions across sites.
- Provide hands-on coaching, mentoring, and training for staff and volunteers.
- Support the recruitment, onboarding, and induction of new team members.
- Oversee volunteer engagement and act as Volunteer Coordinator, ensuring volunteers are well supported, trained, and integrated into the service.

Programme & Activity Planning

Email: dawn@snapinverness.org **Website:** www.snapinverness.org.uk

Registered Office: SNAP, Drummond School, Drummond Road, Inverness. IV2 4NZ **Tel:** 01463 233006

*Also now at The Haven Centre, 45 Murray Road, Smithton, Inverness IV2 7YU **Tel:** 01463 211323*

Registered Company No: SC 182710 Scottish Charity No: SC024792



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- Collaborate with the team to plan and deliver inclusive, safe, and engaging sessions for children and young people.
- Work a minimum of four SNAP clubs per week (typically 2-hour sessions), maintaining direct engagement with the service and young people.
- Support the team to ensure all environments remain clean, safe, and aligned with SNAP's ethos and values.
- Create and review risk assessments for all relevant activities, events, and settings.
- Support the safe administration of medication and adherence to medical care plans.

Health & Wellbeing

- Assist with the administration of medication and support all medical requirements in accordance with individual care plans and SNAP's policies.
- Ensure staff are aware of and trained in relevant medical procedures and protocols.
- Maintain accurate records of medication and medical support provided during sessions.

Communication & Family Engagement

- Build and maintain positive, compassionate relationships with young people and their families/guardians.
- Ensure regular and clear communication with parents/carers, including news, session updates, and individual feedback.
- Oversee and approve communications and information distributed to families from both locations.

Administrative & Operational Oversight

- Attend all SNAP training sessions relevant to the role and encourage a learning culture within the team.
- Maintain and oversee service paperwork, including daily checklists, training records, maintenance logs, and safeguarding documents.
- Coordinate and produce monthly staff rotas across both locations.
- Contribute to monthly team updates and share key messages and developments with staff.
- Ensure compliance with health and safety standards, safeguarding procedures, and organisational policies.

Compliance & Professional Standards

- Demonstrate knowledge and understanding of key regulatory bodies and frameworks, including the Care Inspectorate, Health and Social Care Standards, and the Scottish Social Services Council (SSSC).

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- Ensure services align with best practices and statutory guidance to maintain a high standard of care and support.
- Promote a culture of continuous improvement and professional accountability across both locations.
- Support the team in adhering to all relevant safeguarding, health & safety, and confidentiality policies.

Person Specification:

Essential:

- Proven leadership experience in a care, education, or youth support setting.
- Relevant qualifications in youth work, education, health & social care, or a related field.
- Strong organisational and communication skills, with the ability to manage teams across multiple sites.
- Experience working with children and young people with additional support needs.
- A compassionate, professional, and proactive approach to challenges.
- Confident in facilitating team meetings, training sessions, and service planning.

Desirable:

- Experience in risk assessment, safeguarding, and behaviour support planning.
- Familiarity with rota planning, staff supervision, and volunteer coordination.

Additional Information:

- Travel between both service locations is required (average 15-30 minutes travel).
- Some evening and weekend work is expected based on session schedules and events.
- Opportunities for further professional development, training, and career progression within SNAP.

SNAP is committed to being an inclusive and equal opportunities employer. We welcome applications from all backgrounds and are committed to supporting a diverse workforce.

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