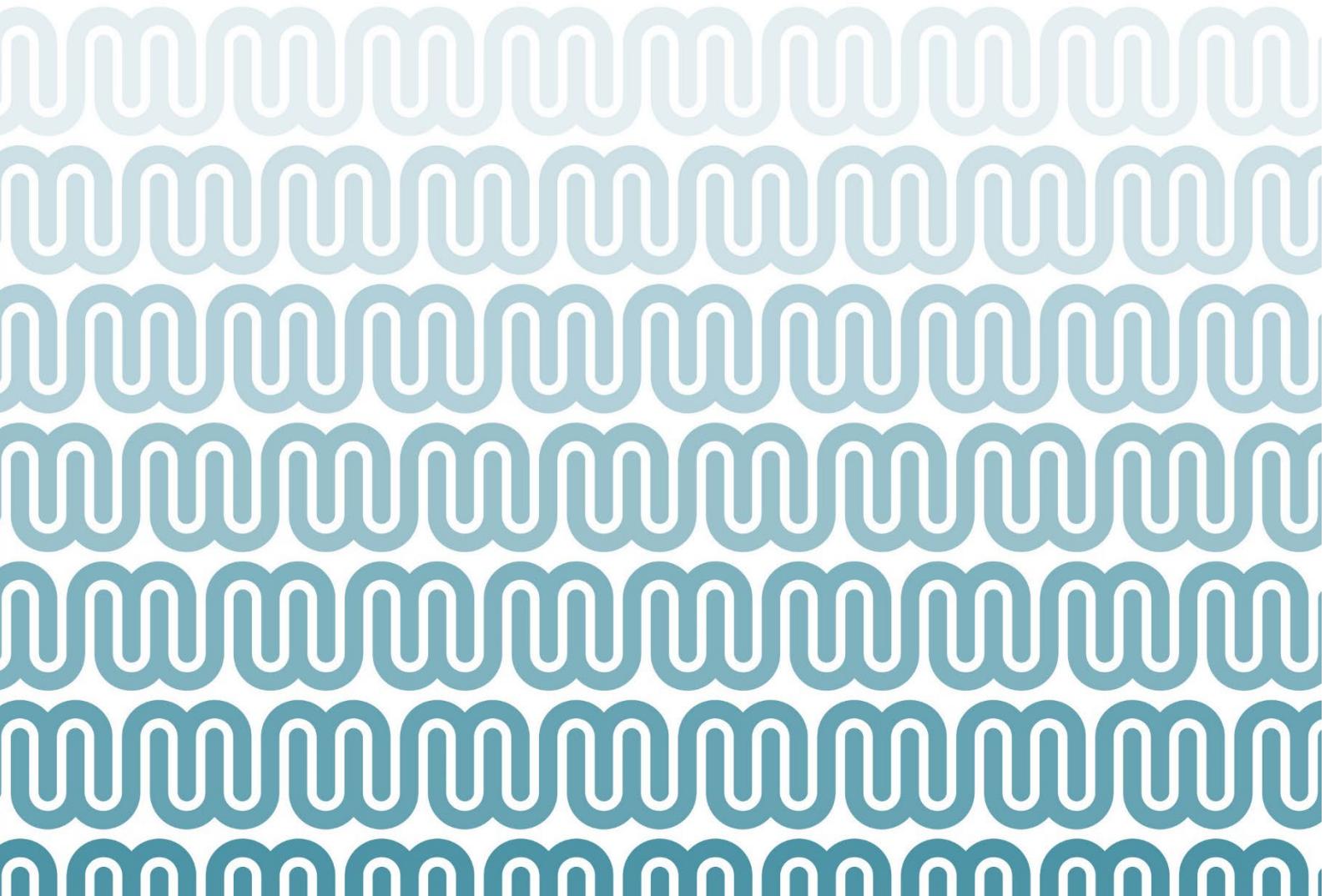


**Senior Manager**

**Permanent**

**Application pack – January 2026**

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Dear Candidate,

Thank you for your interest in this post and in the Mental Welfare Commission.

**Our Mission** is to be a leading and independent voice in promoting a society where people with mental illness, learning disabilities, personality disorder, dementia and related conditions are treated fairly, have their rights respected, and have appropriate support to live the life of their choice.

It is an exciting time to join the Mental Welfare Commission: challenging and promoting change, focusing on the most vulnerable, increasing our impact and improving our efficiency and effectiveness.

This is an opportunity to contribute to a national organisation focussing on the rights of individuals. For details of our recent work including our reports following visits, responses to the Scottish Mental Health Law Review, Monitoring reports, Good Practice Guides, Themed Visits or Investigations, please click on our [web-link](#) to read about the range of work we do. This role will allow you to apply and develop your knowledge of ethical and legal considerations in the care of patients, service users and those important to them across different parts of Scotland.

Our office environment is modern, light, bright and green with superb views and is very close to Haymarket Railway station and transport links.

As an employer, we offer excellent terms and conditions of service including a generous pension scheme, a commitment to learning and development and access to an Employee Assistance Programme and comprehensive staff benefits.

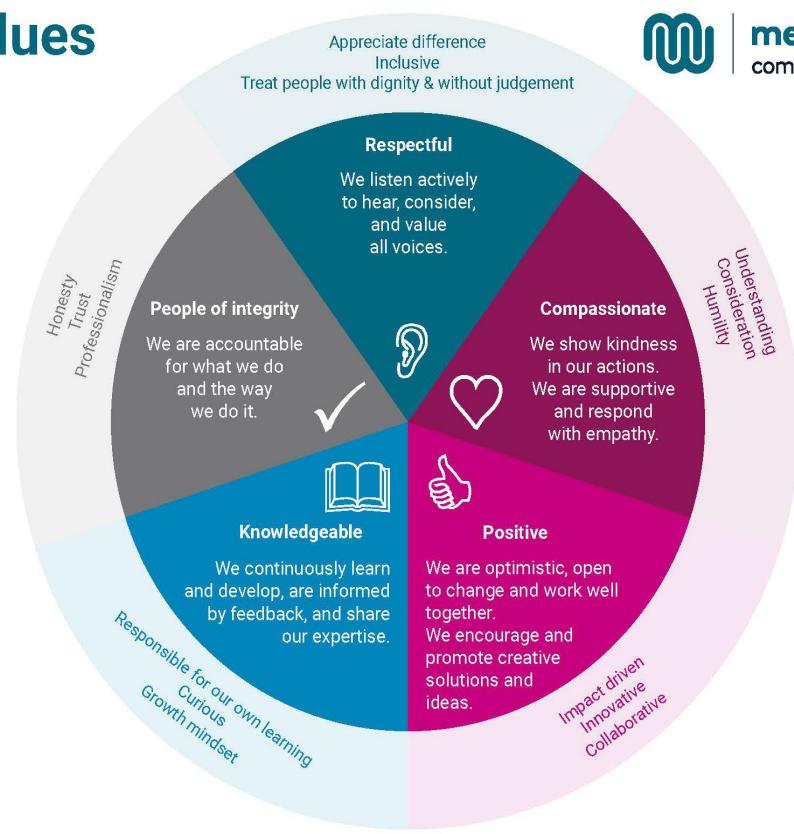
We offer:

- a comprehensive range of HR policies including policies to help balance commitments at work and home and flexible family friendly working arrangements such as hybrid working
- training and development opportunities
- access to occupational health services
- access to an employee assistance programme
- access to staff benefits/staff discounts
- access to the NHS pension scheme

The following information will help you with your application:

- recruitment advertisement
- job description
- person specification
- terms and conditions of employment information sheet

## Our values



Senior Manager

Min £71,583 - Max £79,536

Permanent

35 hours per week

**Based at Thistle House in Edinburgh; hybrid working in place.**

The Commission protects and promotes the human rights of people with mental illness, learning disabilities, dementia and related conditions.

We are recruiting for a Senior Manager to manage and lead a team of practitioner staff to support the Commission in achieving its strategic aims and objectives.

This post has a Scotland wide remit. This includes influencing and negotiating with key people within, NHS bodies, local authorities, health and social care partnerships, Scottish Government and other stakeholders in order to influence change in services to better ensure the protection of people with mental illness, learning disability and related conditions.

The post holder must be a registered practitioner in social work (MHO), nursing or medicine.

The post holder must have considerable experience of the role and remit of all key functions of the Commission. The post holder will have considerable management or supervisory experience. The post holder must have an excellent understanding of the mental health agenda in Scotland and the capacity to influence and negotiate with senior people in the health, social care and voluntary sectors.

The post holder must show evidence of continuing professional development.

As an employer, we offer excellent terms and conditions of service including a generous pension scheme, a commitment to learning and development and access to an Employee Assistance Programme and comprehensive staff benefits.

We also offer a comprehensive range of HR policies including policies to help balance commitments at work and home and flexible working arrangements.

Closing date for receipt of applications is 12.00 noon on 27 January 2026 and it is anticipated that interviews will be held on 12 and 13 February 2026 at our office in Edinburgh.

## Senior Manager role - Job Description

Job Title:	Senior Manager – permanent
Reports To:	Executive Director (Nursing or Social Work)
Direct Reports:	Nursing, Social Work and Medical Officers

### 1. Job Purpose

To manage and lead a team of practitioner staff to support the Commission in achieving its strategic aims and objectives.

### 2. Dimensions

This post has a Scotland wide remit. This includes influencing and negotiating with key people within, NHS bodies, local authorities, health and social care partnerships, Scottish Government and other stakeholders in order to influence change in services to better ensure the protection of people with mental illness, learning disability and related conditions. A key role is direct contact with individuals, their relatives and carers as well as other members of the public in respect of their concerns about either their mental health and the care and treatment they receive or that of others. Much of the Commission's work is at the complex interface between the individual's rights, the law and ethics and the care the person is receiving. The Commission works across the continuum of health and social care.

### 3. Role of the Mental Welfare Commission for Scotland

We protect and promote the human rights of people with mental illness, learning disabilities, dementia and related conditions

We do this by:

- Checking if individual care and treatment is lawful and in line with good practice
- Empowering individuals and their carers through advice, guidance and information
- Promoting best practice in applying mental health and incapacity law
- Influencing legislation, policy and service development

### 4. Key Result Areas

- To manage and lead a team of multi-disciplinary practitioner staff
- To provide 1:1 supervision for all team members

#### 4. Key Result Areas

- To regularly review performance and reflect this in completion of PDPs for all team members
- To oversee team activity and ensure team KPIs are met
- Co-ordination and development in each team area in relation to skill mix of practitioners
- To be the first level of contact for team practitioner seeking advice/escalation of casework and other matters
- To work with CEO/executive lead on preparation for and attendance at team's end of year meetings and sharing intelligence for health and social care group meetings
- To represent team at investigation meetings and oversee team's investigation and active intervention activity
- To actively contribute to the planning of the Commission's visiting programme
- Financial / budgetary responsibilities as appropriate
- To undertake the advertising, interviewing and recruitment of practitioner staff for the team

##### *Senior manager role*

1. To supervise and support practitioner staff to identify the need for and carry out informal investigations and inquiries and deal with all correspondence from a specified region of Scotland. This casework can involve legal and welfare issues, liaison with other agencies to resolve welfare issues and ensuring that relevant issues are brought to the attention of the Commission. Senior managers will ensure that relevant issues are brought to the attention of Executive Directors, including identifying possible deficiencies in care and escalating as appropriate within the Commission. Senior Managers will be members of the Commission investigations group and will hold senior roles in formal investigations as part of an inquiry team and contribute expert professional input to all forms of investigatory work.

2. Senior managers will, when required in the short term, coordinate a geographical area of Commission activity when practitioner staff are absent or there are vacancies in the team. This includes overseeing the planning, coordinating and reporting on the visiting programme, ensuring visits are organised according to procedures and that follow up action and reports are dealt with appropriately and in a timely manner; reviewing local visit reports prior to publication, planning and participating in formal annual meetings and other meetings with NHS boards, Health and Social Care Partnerships and local authorities; being the point of contact for professionals and individuals; managing correspondence and casework and holding primary responsibility for defining key issues arising; identifying and prioritising issues, determining what response should be made or further action taken and taking that forward.

3. The Senior Manager will promote best practice in relation to operation of the Mental Health Acts and Adults with Incapacity Act and will progress concerns raised by

#### **4. Key Result Areas**

individuals as appropriate and support team members to do the same. The Senior Manager will have a role in interviewing and reviewing the care and treatment of individuals; and their relatives, guardians or staff in hospital or the community, as necessary. The Senior Manager will ensure that care and treatment is being delivered to a high standard and, where applicable, within the appropriate legal framework.

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4. The Senior Manager will oversee and contribute to the Commission's national reports, good practice guidance and internal advice and guidance, and support team members to take a lead role in producing these, where appropriate. The Senior Manager will contribute to the Commission's role in influencing the national agenda on issues pertaining to the rights of individuals and ethics in professional practice.
  5. To be the initial point of contact for advice, guidance and consultation to the team of practitioners, executive team leads, casework admin and support service personnel to provide advice, guidance and consultation to all stakeholders on a wide range of legislative, practice and individual matters through a variety of forums. This includes participation in the Commission's telephone advice service, when advice must be provided in response to potentially very complex clinical, ethical and legal questions. To represent the Commission at and contribute to training events and conferences on relevant subject matters.
  6. To provide expert professional advice across the Commission. To have operational responsibility for finalised reports that are submitted to appropriate governance and management committees. To have a key role in ensuring the delivery for the operational management of Commission speciality working groups and project groups, and chair if requested.
  7. In addition to their own continued professional development requirements, senior managers would ensure that the team practitioners undertake individual continuing professional development to maintain and update skills and knowledge (particularly in relation to legislation and individuals' rights/welfare) and to provide information and data in relation to practitioner's mandatory and supplementary training requirements for the organisation. To represent the Commission at professional meetings, network and establish and maintain contacts. This provides an opportunity for clinical colleagues to seek informal advice and to promote best practice.

#### **5. Planning & Organising**

Within agreed performance objectives, the Senior Manager post holder has a high degree of autonomy in organising, managing and prioritising his or her own work.

The post will be subject to the Commission PDP framework via regular review of progress and development throughout the year.

## **6. Internal & External Relationships**

In addition to the internal working relationship with the Executive Director who is the post holder's line manager, the following are key working relationships:

Practitioner staff teams – to ensure Commission objectives are met within and across practitioner teams

Casework Managers – to coordinate work of area teams and investigations

All staff- to discuss common areas of concern and to develop multidisciplinary and team working relationships.

External contacts - senior and other staff of the NHS bodies, local authorities, health and social care partnerships, other statutory bodies, Scottish Government, professional, voluntary and advocacy organisations – to influence policy and agendas and raise issues of concern about the protection of individuals and to follow up on individual cases. To use negotiating and influencing skills to improve the care and treatment delivered to people.

Individuals with lived experience and carers – to raise awareness of the role and function of the Commission and to follow up on individual cases arising from visits, correspondence or telephone duty.

## **7. Most Challenging Aspects of the Job**

The Commission aims to influence national policy development and local operational practices by focusing on its role with the individual. It needs to have credibility with a range of stakeholders in order to do this.

This is a new permanent senior leadership role. The main challenge will be to balance both the leadership and management of a team whilst also directly contributing, in part, to operational practice.

## **8. Skills/Qualifications & Experience**

The post holder must be a registered practitioner in social work (MHO), nursing or medicine. The post holder must have considerable experience of the role and remit of all key functions of the Commission. The post holder will have considerable management or supervisory experience. The post holder must have an excellent understanding of the mental health agenda in Scotland and the capacity to influence and negotiate with senior people in the health, social care and voluntary sectors.

The post holder must show evidence of continuing professional development.

**Person specification**

<b>Essential Criteria</b>	<b>Application</b>	<b>Interview</b>
A registered practitioner in social work (MHO), nursing (mental health or learning disability) or medicine	x	
Extensive experience in operational management of a team, project management and clinical /professional leadership	x	x
Experience of providing formal clinical and managerial supervision of staff	x	x
Able to influence and negotiate at all levels, internally and externally. In particular the post holder should have effective systems of communication with senior people in local authorities, NHS boards, health and social care partnerships and the independent care sector	x	x
Ability to contribute to the development of strategic objectives		x
Excellent understanding of the mental health and /or learning disability agenda for Scotland	x	x
Able to communicate effectively with individuals, carers, advocates and service providers		x
Able to write comprehensive reports and good practice guidance	x	
Able to analyse and scrutinise casework reports and information	x	x
Excellent written and verbal skills to present casework information and deliver presentations	x	x
Able to balance competing work priorities and to work to tight deadlines and timescales		x
Able to work as part of a multidisciplinary team	x	x
Proficient IT skills	x	
Evidence of continuing professional development	x	

Able to travel throughout Scotland	X	
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## Employment Information – Senior Manager

The following notes summarise the key points of the terms and conditions.

Full details will be provided with offers of employment.

<b>Headquarters</b>	Thistle House, 91 Haymarket Terrace, Edinburgh, EH12 5HE (hybrid working options)
<b>Pay</b>	Min £71,583 - Max £79,536
<b>Type of Contract</b>	This post is offered on a Permanent basis.
<b>Manager</b>	Post-holder reports to the Executive Director (Nursing or Social Work)
<b>Hours of work</b>	35 hours per week
<b>Leave</b>	<p><b>Annual Holidays</b>            The annual entitlement for full time posts is 25 days per year, rising to 30 days after 10 years' relevant service. (NHS and local authority service is counted as relevant service). Leave entitlement is pro-rata for part-time posts.</p> <p><b>General/Public Holidays</b>            Public and privilege holidays total 11.5 days per leave year, 6 of these are on set dates and the remainder can be taken as required.            For part time posts, the public/privilege holiday entitlement is pro-rata to full time equivalent.            The leave year runs from 1<sup>st</sup> April to 31<sup>st</sup> March.</p>
<b>Superannuation</b>	<p><a href="#">NHS Pension Scheme</a> is available to all staff subject to scheme rules.            Please click <a href="#">here</a> for contributions details.            The employer currently contributes an amount equal to 22.5% of pensionable pay into the scheme on members' behalf.</p>
<b>Staff Benefits</b>	<p>Through the Commission Staff Benefits scheme there is access to a wide variety of offers and discounts from the UK's most popular retailers and service providers. The current provider is EdenRed. There is also access to, <a href="#">My Gyms discount site</a>, the UK's largest network of gyms, studios, fitness centres and sports clubs across the UK with discounted membership offers. A comprehensive Employee Assistance Programme is also available and access to a Cycle to Work Scheme.</p> <p>(The Commission reserves the right to withdraw, amend the schemes and change providers as appropriate)</p>
<b>Our values</b>	The Commission operates a set of internal values for staff.
<b>Performance, Learning and Development</b>	There is a performance development system in operation within the Commission. Progression through the salary scale is subject to satisfactory performance.
<b>Data protection</b>	<p>The information you provide on the application form and any supplementary forms will be used to assist in the process of recruitment and selection in accordance with the Policy of the Mental Welfare Commission.</p> <p>If you are successful in your application the information you provide will be used for HR and Payroll purposes. By signing the declaration section of the application form it is understood that you consent to the use and storage of your personal information for the above stated purposes.</p>

Work outside the Commission	It is important to identify and minimise any conflicts of interest that could prevent staff from making fair and objective judgements or could be perceived as doing so by people with lived experience and carers, practitioners and the public. Details are contained in the Commission's Conflict of Interest Policy. Please note that employees may not be members or employees of the Mental Health Tribunal for Scotland while working for the Commission.
Probationary period	The post requires a 6 months' probationary period.
Disclosure Scotland	You will be required to submit an update application for a PVG Certificate Children & Adults.
Complaints	The Commission has a Complaints Handling Procedure. All applicants have access to it if they feel they have been unfairly treated during the recruitment and selection process. External applicants should direct any concerns to the Human Resources department and internal applicants have recourse to the Commission's Grievance Procedure.
Equal opportunities	The Commission is an equal opportunities employer.
Feedback	We do recognise the time and effort it takes to apply for a position. Following the short-listing process, you will be notified about the outcome of your application by email.

## How to Apply

The Mental Welfare Commission encourages applications from all sections of the community.

We hope the information we have provided will encourage you to find out more about this opportunity.

To apply please complete the application form and email along with a CV to [mwc.recruitment@nhs.scot](mailto:mwc.recruitment@nhs.scot)

Closing date for receipt of applications is 12.00 noon on 27 January 2026 and it is anticipated that interviews will be held on 12 and 13 February 2026 at our office in Edinburgh.