

Promise Design School Programme Lead

Fixed term contract until 31 March 2024. Secondments will be considered.

Hours:	35 hours per week
Reports to:	Head of Support
Member of The Support Team:	Practice Support Lead Promise Design School Programme Lead Practice Support Partner Events and Administrative Officer
Salary:	Circa £50,000
Location:	Home working arrangements will be in place while Scottish Government restrictions remain in place. Office accommodation in central Edinburgh will be available from September (tbc). Flexible working arrangements will be considered.
Application Deadline:	Friday 13 th August – 12noon
Interview Date:	Monday 23 rd August

Job Context

In October 2016, after meeting with and listening to children and young people in care, Scotland's First Minister announced, "an independent, root and branch review of the care system" to look at "the underpinning legislation, practices, culture and ethos".

The Independent Care Review's (Care Review) aim was to identify and deliver lasting change in Scotland's 'care system', leaving a legacy that will transform the wellbeing of infants, children and young people.

It began its work in February 2017 and concluded on 5 February 2020 with the publication of [seven reports](#). On the same day, in the Scottish Parliament, the First Minister [pledged to #KeepThePromise](#), a commitment that got the support of all political parties. Over 5,500 children and adults engaged with the Care Review and organisations, institutions, bodies, communities and groups all across Scotland also pledged to #KeepThePromise.

Between February 2020 and March 2021, due to COVID-19 restrictions, a small Promise Team was incubated within Scottish Government. During this time, its achievements included:

- Detailed and robust engagement with a wide range of organisations and others on the actions, identified in the Care Review, that are necessary for change and to deliver transformation of Scotland's 'care system'. This has also included detailed analysis of the responses from over 100 organisations on the work they are taking forward to #KeepThePromise.
- Appointed a 20 strong Oversight Board and met the commitment to ensure 50% representation on the Board of people with lived experience of Scotland's system of care.
- Produced [Plan 21-24](#) in March 2021.

On 1 April 2021, The Promise Scotland was established as a legal entity and operates independently of Scottish Government.

Following significant engagement with every children's services partnership and key national agencies, The Promise Scotland published [Change Programme ONE](#) on June 25 2021. This included 25 actions required to be delivered by March 2024 for **Plan 21-24** to be fully implemented and the goal of the promise being kept by 2030, and The Promise Scotland becoming obsolete. It also includes the support offers, which The Promise Scotland will lead to achieve the changes required.

Job Purpose - Promise Design School Programme Lead

The Promise Scotland is responsible for driving the work of change demanded by the findings of the Care Review.

It works with all organisations who have responsibility or wish to support shifts in policy, practice and culture so Scotland can #KeepThePromise it made to care experienced infants, children, young people, adults and their families - that every child grows up loved, safe and respected, able to realise their full potential.

The Care Review stated that it is imperative to go beyond consultation and work in collaboration with those with lived experience of care, for both service improvement and service redesign. The [promise](#) report is clear in its vision that those supported by services should be involved in their design and delivery.

The Promise Design School is testing and developing a training programme which, along with provision for organisations across the care sector, seeks to provide opportunities for the care experienced community to develop a foundation level knowledge base and skillset in design. The aim of this is to ensure they are equipped

and empowered to take part in service design projects, so having a design mind-set and working to the required legal, ethical and inclusive practices is critical.

Main duties of this role

The Promise Design School Programme Lead will lead the overarching planning activity for the entire Promise Design School Programme, using Plan 21-24 and accompanying Change Programmes to set and monitor milestones to keep the Promise Design School Programme on track and within budget, managing risks and dependencies, and overseeing governance and quality assurance activity.

Reporting to the Head of Support and working closely with members of The Promise Scotland team and partner, the Scottish Government's Office of the Chief Design Office (OCDO), change will be facilitated, enabled and supported by providing a shared focus for collaborative implementation and joint working, using service redesign and quality improvement principles, approaches and tools.

The Promise Design School Programme Lead, in collaboration with OCDO, will seek to identify and maximise the available skills and expertise in service design, redesign and quality improvement across Scotland to ensure the collective resources and capabilities are maximized across Scotland.

Fundamental to the role is working with organisations and others across Scotland to ensure that change happens with the voice of the care experienced community at its heart, ensuring meaningful change is embedded and progress is made in ways that meet the needs and aspirations of the care community.

Main Activities

- Owning and maintaining the Promise Design School Programme, working closely with project leads and monitoring and reporting progress as required within The Promise Scotland team.
- Supporting the evaluation of the Promise Design School Programme.
- Ensuring projects are properly resourced and delivered to agreed quality standards and kept on track.
- Providing challenge and assurance around the Promise Design School Programme priorities and delivery dates.
- Leading and participating in regular planning meetings and workshops across The Promise Scotland team to support on-going planning and management of the programme of work.
- Establishing strong links with the design community and sharing expertise and learning across Scotland, and beyond.

- Creating partnerships across the design community to explore, develop and expand the scope of learning opportunities and identify innovations, such as accreditation.
- Building and expanding the number of partners that work with The Promise Scotland to support care experienced children, young people and families participate in design learning opportunities.
- Manage the programme interdependencies in Plan 21-24 and accompanying Change Programmes, including developing and supporting Communities of Interest and the Promise Ideas Bank.
- Maintaining a project RAID log and ensuring the project risks and dependencies are flagged, understood, and escalated if required.
- Managing the prioritisation and reporting processes, working with the wider team to prepare reporting, covering aspects of scope, outcomes and performance against agreed plan and benefits.
- Taking ownership of policy actions within the team, working closely with the project leads and senior responsible officer; and being the main contact point within the project team for these requests.
- Leading delivery of the communication and design plan for the Promise Design School, clearly demonstrating the action and role of the Promise Design School Programme in delivering The Promise Scotland's overall work programme.
- Keeping abreast of implementation and improvement methodological developments that impact on The Promise Scotland's work in those areas, horizon scanning for developments and innovations.

Essential Criteria

- Excellent communication and external organisation and partner management skills, and ability to apply these to the coordination of planning activity and implementing design standards across the programme.
- Strong analytical skills and exceptional attention to detail. Able to work independently, manage own workload and work flexibly to meet work demands and tight deadlines; and to use own initiative.
- The ability to work under pressure, make decisions and to solve problems. Able to deal with conflicting and challenging demands; identify solutions and prioritise work whilst ensuring that a high-quality service is provided and that deadlines are met.
- Demonstrable knowledge of techniques for planning, monitoring and reporting on projects and delivery, with the ability to communicate and apply the knowledge in practice.
- Experience and awareness of user-centred design practices and processes.
- Ability to plan, co-ordinate and deliver the Promise Design School Programme within the context and an understanding of Plan 21-24, with its focus on five

fundamentals, five priority areas of change and 25 actions requiring delivery by March 2024.

- Experience of working collaboratively, building and nurturing strong relationships across different areas and managing relationships with a range of internal and external interests to ensure delivery of key priorities.
- Represent The Promise Scotland at relevant meetings and events. In all internal and external meetings lead and model appropriate behaviours that support and represent its organisational culture.
- To be responsible for the line management and development of the delivery partners in line with The Promise Scotland's people management values, culture and procedures and as a senior manager in The Promise Scotland team.
- Lived experience of care and/or deep, demonstrable understanding of the principles established by the Care Review.
- An understanding of the political landscape in Scotland and the drivers for public service reform.

Working Conditions

Pending the move to a newly established office in central Edinburgh, The Promise Scotland will operate flexible working arrangements seeking to meet the needs of its individual team members while also able to fulfil the activities set out in Plan 21-24, within a positive and supportive team culture and environment.

As with each member of The Promise Scotland team, contracts of employment are fixed-term and offered until 31 March 2024 unless a shorter period is agreed or required.

Candidates with lived experience of care or candidates with a disability who meet the essential criteria outlined will be invited to interview.

Application

If you would like an application form, or to speak to a member of the team about this post, please email jobs@thepromise.scot.