



OPERATIONS MANAGER

HONEYPOT SCOTLAND

Candidate pack



Dalleagles, New Cumnock, East Ayrshire

£42,000–£44,000 per annum

Permanent | Full-time | 37.5 hours per week

Build on strong foundations. Develop our reach. Help more children across Scotland access Honeypot's support.



Welcome and introduction to Honey Pot

The Honey Pot Children's Charity has been supporting young carers and children aged 5–12 experiencing difficult circumstances for more than 30 years. Today, we support more than 3,000 children each year across the UK, providing opportunities to take a break from the responsibilities and pressures they experience at home.

Our support is centred around our three Honey Pot Houses in Hampshire, Wales and Scotland. From these houses we provide residential Respite Breaks alongside a wider programme of support designed to improve children's wellbeing, reduce isolation and help them build confidence, resilience and positive childhood memories.

What makes Honey Pot different is that our relationship with a child does not begin and end with a single visit. Through our Wraparound Support, children can access different forms of support over time, including Respite Breaks, Health & Wellbeing programmes, Memory Making Days, Bumble Days, pastoral support and our Wellbeing Fund.

We are a relatively small charity with a significant reach and an ambitious approach to what we do. Our focus is not simply on delivering more activity, but on making sure we reach the children who need us, provide consistently high-quality services and can demonstrate the difference that support makes.

Scotland is an important part of that ambition. Since opening Dalleagles in 2023, we have established Honey Pot's presence in Scotland and begun building the services, team and relationships needed to support children there. We are now ready for the next stage of that development.



From our Director of Operations

As Director of Operations, I have responsibility for our services and residential sites across Hampshire, Wales and Scotland. The Operations Manager at Dalleagles will work closely with me, and this is an important appointment for the next stage of Honey Pot's development in Scotland.

We need someone who can build on what is already established at Dalleagles while also looking beyond the house. Someone who will manage the day-to-day operation well, support and develop the team and make sure our services are safe, consistent and high quality.

There is also a real opportunity to strengthen our relationships and referral pathways across Scotland so that more children can access Honey Pot's support. It is a broad role and there is plenty to do. For the right person, I think that is exactly what makes it such an exciting opportunity.

Jenny Ray



Our services

Our Wraparound Support brings together a range of services designed to support children in different ways and at different points in their Honey Pot journey.

Residential Respite Breaks

Time away from caring responsibilities and home pressures in a safe, nurturing environment. Children can spend time with others who understand, enjoy new experiences and have the freedom to simply have fun.

Health & Wellbeing

More focused support in smaller groups, helping children develop confidence, resilience and emotional wellbeing.

Memory Making & Bumble Days

Special experiences that create positive childhood memories, alongside a gentle introduction to Honey Pot for younger children or those not yet ready for a residential stay.

Beyond a visit

Our Wellbeing Fund and pastoral support help us respond to individual needs and maintain a connection with children beyond time spent at one of our houses.

The difference our support makes

Children told us about the difference their Honey Pot experience made for them:

92%
felt happier

90%
made a friend

88%
improved confidence

84%
improved perseverance

Why ongoing support matters

A break can give a child space to breathe, but the pressures they live with do not disappear when they go home. That is why Honey Pot is built around ongoing support rather than a single intervention. By staying connected, offering different services as children grow and responding when needs change, we can help strengthen confidence, resilience and a sense of belonging over time.





Honey Pot Scotland

Our house at Dalleagles, New Cumnock

Dalleagles opened in 2023, establishing Honey Pot's first residential house in Scotland. Set in New Cumnock, East Ayrshire, it provides a safe and welcoming environment where young carers and children experiencing difficult circumstances can step away from the pressures they face at home, spend time with other children and enjoy experiences that are simply about being a child.

From Dalleagles we deliver residential Respite Breaks and our developing Health & Wellbeing programme. The house includes comfortable bedrooms and shared spaces, our Learning Studio and extensive outdoor space, giving the team flexibility to create programmes around the needs of each group.

Since opening, we have focused on establishing Dalleagles, developing our services and team and building relationships with schools, young carer services and other organisations across Scotland.



Building on our foundations

We have established Dalleagles and demonstrated the difference Honey Pot can make for children in Scotland. The next stage is about building on those foundations.

We want to reach more eligible children across Scotland and make fuller use of the services and capacity we have created at Dalleagles. That means strengthening existing referral pathways, developing new relationships with schools, young carer services, local authorities and other partners, and understanding where there are children who could benefit from Honey Pot but are not yet accessing our support.

Growth must also go hand in hand with quality. As our reach develops, we need to make sure Dalleagles continues to provide consistently safe, child-centred and high-quality services, supported by a confident team and strong operational foundations.

That is the context in which our new Operations Manager will join us.



The Operations Manager role

The Operations Manager has overall responsibility for the day-to-day operation of Dalleagles and for ensuring our services in Scotland are safe, high quality and well managed.

But the role extends beyond the house itself. We are looking for a manager who can build on what is already established, develop the team and our services, strengthen relationships and referral pathways and help us reach more children across Scotland.

It is a varied role. You will move between people management, safeguarding, service quality, compliance, site operations, performance and partnership development. You will need to be comfortable dealing with the immediate demands of running a residential service while still keeping sight of where Honeypot Scotland needs to go next.

Equally comfortable inside and outside Dalleagles

Inside Dalleagles, you will need to know what is happening, support and challenge the team, maintain high standards and deal with issues when they arise. Outside Dalleagles, you will represent Honeypot, build relationships and create opportunities for more children to access our support.

Some days will be predominantly operational. Others will be about relationships, development and planning. Often, they will involve a mixture of both.

What you'll manage

01 Grow our reach

Build and develop relationships with schools, young carer services, local authorities and other organisations across Scotland. Strengthen referral pathways, identify priority areas and turn relationships into more children accessing Honeypot. Use referral, utilisation and geographical information to understand where the opportunities and gaps are.

02 Deliver great services

Manage delivery of Honeypot Scotland's programme and make sure services remain safe, child-centred, consistent and high quality. Keep a close eye on performance, capacity and utilisation, use feedback and outcomes to improve what we do and provide clear assurance on quality, safeguarding, risk and priorities.

03 Build a strong team

Manage and develop the Scotland team, including direct line management of the Children's Services Coordinator. Set clear expectations, support good performance and address issues when needed. Make sure the team has the staffing, skills, confidence and ownership required to deliver safe and effective services.

04 Run Dalleagles well

Maintain a firm grip on the practical operation of the house: safeguarding, health and safety, compliance, risk, maintenance, vehicles, equipment, contractors and resources. Know what is happening, make sound decisions and make sure key operational controls are in place and evidenced.



What we're looking for

We are looking for an experienced manager who is comfortable taking ownership and making decisions, while knowing when to involve others and ask for support.

People management will be a key part of the role. You will enjoy developing people and creating a strong team, setting clear expectations and having constructive conversations when things need to improve. You will give people the support and confidence they need to do their best work.

You will have a strong operational focus. Safeguarding, quality, compliance and good systems will matter to you, and you will be comfortable maintaining oversight of a busy residential environment and dealing with issues when they arise.

You will also have an appetite for development. You will be curious about what could be better, able to identify opportunities and confident turning ideas into practical action.

Building relationships will come naturally to you. You will be comfortable representing Honey Pot externally and developing genuine connections with schools, young carer services, local authorities and other partners, then following those relationships through to tangible outcomes.

The breadth of the role means you will need to move comfortably between the detail and the bigger picture. One moment you may be dealing with something practical at Dalleagles; the next you may be thinking about service development or meeting a potential new referrer.

Above all, we are looking for someone who sees the potential in what has already been established in Scotland and is excited by the opportunity to help develop it further.





OPERATIONS MANAGER

Honey Pot Scotland

LOCATION	Honey Pot Dalkeith, New Cumnock, East Ayrshire
REPORTS TO	Director of Operations
SALARY	£42,000–£44,000 per annum, depending on experience
HOURS	Full time, 37.5 hours per week, with flexibility to meet service needs

Job Purpose

The Operations Manager has overall responsibility for Honey Pot Scotland and will lead the next stage of development at Dalkeith.

The postholder will ensure Dalkeith is a safe, effective and ambitious service, strengthening partnerships and referral pathways so that Honey Pot reaches and supports more children across Scotland.

As the senior operational lead, they will take ownership of translating Honey Pot's strategic priorities into effective local delivery, leading the team and providing the Director of Operations with clear assurance on performance, quality and risk.

Key Responsibilities

1. Partnerships, Referrals & Growth

- Grow Honey Pot's referral network and reach across Scotland.
- Build and develop effective partnerships with schools, young carers services, local authorities and other relevant organisations.
- Turn partnerships into sustainable referral pathways and increased access to Honey Pot services.
- Identify and pursue opportunities in priority geographical areas.
- Set clear plans and targets for growth, using referral, utilisation and geographical data to monitor progress and target activity.
- Represent Honey Pot externally and promote its services across Scotland.
- Work collaboratively with Fundraising and other teams to ensure growth is evidence-led, sustainable and deliverable.

2. Safe, High-Quality Services

- Lead delivery of Honey Pot Scotland's agreed programme of services.
- Translate organisational priorities into clear local plans and ensure delivery remains on track.
- Ensure services are safe, child-centred, consistent and high quality.
- Act as Designated Child Protection Lead for Scotland and ensure safeguarding requirements are embedded in practice.
- Maintain effective quality assurance, using data, feedback, outcomes and learning to improve services.
- Monitor capacity, utilisation and delivery against plan, addressing barriers and taking action where performance is off track.
- Provide the Director of Operations with clear assurance on performance, quality, risks and priorities.



3. People Leadership

- Line manage the Children's Services Coordinator and lead the wider Scotland team.
- Set clear expectations and build a positive, accountable and high-performing culture.
- Provide effective supervision, development and performance management.
- Ensure sufficient staffing, skills and training are in place for safe service delivery.
- Lead recruitment and induction within the Scotland service.
- Develop team capability, ownership and resilience.

4. Site, Compliance & Resources

- Ensure Dalleagles is safe, compliant, well maintained and effectively managed.
- Maintain oversight of health and safety, fire safety, risk, maintenance, vehicles, equipment and contractors.
- Ensure required checks, servicing and compliance actions are completed and evidenced.
- Manage operational risks, incidents and actions, escalating appropriately.
- Manage resources responsibly and contribute to budget planning and monitoring.
- Provide clear assurance that key operational controls are in place and effective.

Person Specification

Essential

- Significant experience of managing services, programmes or operations within children's services, education, young carers, family support or a relevant charity setting.
- Experience of developing or growing a service, programme or area of work, with evidence of achieving measurable improvement.
- Proven experience of leading and developing teams, setting clear expectations and managing performance.
- Evidence of taking ownership, making sound decisions and driving priorities through to delivery.
- Strong track record of building external partnerships and turning relationships into tangible outcomes.
- Ability to plan, prioritise and use data to monitor performance, identify gaps and drive improvement.
- Strong operational management skills, including managing risk, compliance and resources.
- Good understanding of safeguarding and the responsibilities involved in delivering services for children and families.
- Strong communication and relationship-building skills, with confidence representing an organisation externally and engaging effectively with a range of stakeholders.
- Proactive, resourceful and able to work independently, with a commitment to high-quality, child-centred services and Honey Pot's values.

Desirable

- Knowledge of the Scottish young carers, education or children's services landscape.
- Experience of managing a residential or community service.
- Experience of working collaboratively across operational and fundraising or income-generation teams.

Additional Requirements

- The role is based at Honey Pot Dalleagles and requires a regular and visible presence on site.
- Travel across Scotland will be required to develop partnerships and represent Honey Pot.
- Occasional travel to other Honey Pot locations and organisational meetings will be required.
- Flexibility to work occasional evenings and weekends according to service needs.
- Full driving licence and ability to travel independently.
- The role is subject to the appropriate enhanced PVG requirements.



APPLICATION

Interested in joining Honeypot?

If the opportunity to build on what is already working and help Honeypot reach more children across Scotland excites you, we would love to hear from you.

How to apply

Applications should be made using our [online application form](#). Please use your supporting statement to tell us how your experience, skills and approach meet the requirements of the Operations Manager role.

Closing date: 12 noon, Friday 11 September 2026

For application queries: recruitment@honeypot.org.uk

Safer recruitment

The Honeypot Children's Charity is committed to safeguarding and promoting the welfare of children and young people. This post involves working directly with children and is covered by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. The successful applicant will be required to complete the appropriate formal disclosure process through PVG in Scotland and provide the required identity documentation. Full safer recruitment declarations and requirements are included within the application form.

Thank you for considering Honeypot Scotland.