

Job Pack

enable works

Our values

Our values guide us in everything we do

1

Ambition

We set ambitious goals and high standards for ourselves. We strive to improve the lives and experiences of the communities we serve

2

Challenge

We challenge the status quo when there is a better way.



3

Impact

We focus all our efforts on impact and outcomes for the people and communities we serve.

4

Equity

We believe everyone has the right to live in a fair and equal society.

5

Integrity

We make the right decisions, not the easy ones

enable works

We believe that every person in Scotland has the **right** to work in a job that is high **quality** and **well paid**.

Enable Works supports over **12,000** people every year across 30 Scottish Local Authorities to learn **skills** for **work.**

We meet clients in a variety of settings including in **schools** and **universities** and out in the **community**.

We **partner** with thousands of employers to create **inclusive** cultures and improve the **diversity** of Scotland's workforce.

Together we will **challenge perceptions** of disability and **unleash potential**.

Why are we needed?

Disabled people experience **significant barriers** to employment and are **underrepresented** in Scotland's **workforce**.

The **Disability Employment Gap** refers to the difference in employment rates between disabled people and the rest of the working age population. The disability employment gap in Scotland is currently **31.2%**, the **biggest** in the **UK**. For someone who has a **learning disability** the gap is even bigger - **75.1%**

But even when in work, disabled people still experience disadvantage and for every pound a non-disabled person earns in work, a disabled person earns **just 86p.**

It's not good enough and we want to change it.

Success to us means everyone **who can** and **wants to work** has the right support and opportunities that **enables** them to **thrive** and live a **good life**.

What we do



Our commitment to Diversity, Equity and Inclusion

We don't just accept difference, we wholly **support** it and **celebrate** it. Achieving **diversity in the workplace** is a **priority** at Enable Works.

Our **culture** is one of our **greatest assets** and it's important to us that we **recognise** and **value** each other's differences and treat each other **fairly** and with **respect**. We create a space where you can bring your **authentic self** to work and we **foster a culture** where you can **challenge, grow** and **learn** from each other.

"At Enable Works there is respect and understanding at all levels of the business and we are empowered and encouraged to take ownership for our roles, and helped to develop"
Employment Coordinator

We want our team to reflect the **communities we serve** and our **shared ambitions** for our clients. We are a team of **people who support people** to achieve their goals and aspirations.

We offer **flexible working practices** that promote a **strong work/life balance** so that when you are at work you can be the **best version of you**.

Values are more important to us than qualifications or experience, so if you don't think you meet every requirement that's ok, we still want to hear from you.

At Enable Works we are **dedicated** to building a **diverse** and **inclusive** workplace, so if you are **excited** about this role but your past experience doesn't align perfectly, we **encourage you to apply** anyway. You may be the right candidate for this role, or other roles.

Our commitment to you

We want to you be able to perform **the best you possibly can** be through the interview process and be able to fully **demonstrate your skills** and **suitability** for the role.

We want to **get to know you** and see if you're a **good fit** for the job- it's not to catch you out!

We offer all candidates the option to access interview questions ahead of time, so you can prepare your answers in advance- we genuinely want you to do well and to hear your best answers, it's not a memory test!

We encourage you to **speak to us** about any **accommodations**, **adjustments** or **support** you may need to the interview process.

Some **examples** of adjustments we have provided include:

- **Offering a choice of face to face interview or online**
- **Changing the time to avoid peak travel or the school drop off**
- **Providing additional time with interview assessments**
- **Having a job coach with you at the interview for support**
- **Offering a practical work trial**
- **Walking interviews**
- **Visit to the venue in advance**

If you **choose** to interview in person, our venues are fully **accessible** and we ensure you can **access them easily** using public transport.

Adjustments can **look different for everyone**- it's also okay if you're **not sure** what you need, speak to us and **we can help**.

Quality & Improvement Officer

35 hours per week

Salary - £40,000

Area: Glasgow

Role Profile

What will you do?

As our Quality and Improvement Officer, you will lead the development and implementation of our quality framework across Enable Works. You will be central to maintaining high standards in all aspects of our delivery, ensuring we provide consistently excellent services that demonstrate real and measurable impact.

Your role is about enabling teams to understand and achieve quality. You'll do this through regular auditing, collaborative coaching, insightful feedback, and working closely with managers and staff across the department.

You will:

- Design and deliver a programme of quality audits and compliance checks.
- Work with managers to identify areas of strength and improvement.
- Lead our approach to demonstrating and evidencing impact using data, reporting, and lived experience.
- Define and embed what "quality" looks like across the department.
- Champion the Supported Employment Quality Framework and ensure fidelity to its standards.
- Support managers and teams to translate findings from quality activities into meaningful action and learning.
- Actively contribute to continuous improvement through service reviews, evaluations, and learning loops.
- Develop and manage effective monitoring systems that uphold quality, compliance, and learning.

What will you do?

You will be accountable for:

- Delivering an annual quality and compliance work plan.
- Upholding and embedding national and internal quality standards.
- Ensuring key staff are supported to interpret and use quality data.
- Maintaining robust compliance with contractual obligations.
- Supporting the professional development of staff through coaching and mentoring.
- Acting as a critical friend to managers and delivery teams.
- Leading our reporting on quality assurance and service improvement.

Contribution to strategy:
You will play a key role in shaping the quality and impact of Enable Works' programmes and services. Through strong analysis and leadership, you will support our strategic goal to be recognised as a national centre of excellence in inclusive employment practice. Your work will help us define success, demonstrate value, and stay accountable to the people we serve.

The skills you will bring

We really need you to have these

- A strong understanding of quality assurance and compliance in a service setting
- Experience in conducting audits or service reviews
- Ability to analyse and present data in meaningful ways
- Confidence in coaching and supporting colleagues to improve practice
- Excellent communication and organisational skills
- An understanding of what drives quality and impact in services
- Familiarity with performance frameworks, standards or compliance requirements
- Experience of managing staff and supporting professional development
- A collaborative and solutions-focused approach

Why?

We need you to bring these skills because our ambition is to deliver services that are consistently excellent, transparent and impactful. Your ability to lead on quality will give our teams the clarity, confidence and support they need to maintain high standards in every aspect of their work.

You will help us move beyond simply meeting targets- to understanding and evidencing what really makes a difference for the people we support. Your insight and expertise will help shape our culture of learning and continuous improvement, where quality is everyone's responsibility and where we work together to deliver better outcomes.

The skills you will bring

We would love it if you also had these

- Knowledge of Supported Employment principles or similar person-centred approaches
- Experience working in employability or third sector services
- Understanding of staff development and adult learning

Why?

These experiences would give you helpful context for the work we do and the people we support. An understanding of person-centred approaches and the wider employability landscape in Scotland will help you get to grips quickly with our goals and ways of working. Experience in learning and development would also support your role in equipping our staff to deliver quality services.

But if you don't have these yet, that's absolutely fine. We're more interested in your values, your approach, and your ability to grow into the role- so please don't be put off from applying.

Our benefits

We believe in **developing** all our staff and we provide an extensive **learning programme** together with **career development** opportunities.

Examples have included:

- **Job Specific training including Modern Apprenticeships and Graduate Apprenticeships**
- **PDA in Supported Employment at SCQF Level 7**
- **Leadership Development**
- **Executive MBA**
- **Support with applying for international scholarships**
- **Mentoring with senior leaders**

We also provide time monthly for staff to "**Drop Everything and Learn**" and staff have taken up opportunities to **learn BSL** and **upskill** in new areas of work . We also encourage shadowing and learning across our teams so you can better understand different areas of the business. Your **learning journey** is **driven by you** and **your aspirations** and is fully **supported by us**.

We also have an excellent range of staff benefits including:

- Health cash plans providing a wide range of health benefits to help people cover the cost of their everyday health care.
- Employee Assistance Programme
- Blue Light Card
- Cycle to Work Scheme
- Season Ticket Loans