

Money Advice Service Manager (6-month temp)

Information Pack

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Job Details

Job title:	Money Advice Service Manager
Reporting to:	Operations Lead
Direct Line Reports:	3 Senior Advisers plus 4 Welfare Rights Advisers
Contract Type:	6-month temporary contract. Our MAS Manager is currently off on long term sick leave. It is possible the length of the contract could be extended.
Hours:	Negotiable (22.5-30 hours)
Work Pattern:	Monday - Friday
Salary:	£33,978 - £37,340 FTE
Location:	New Lairdship Yards, Broomhouse Road, Edinburgh, EH11 3UY

The Application Process

Application deadline: No deadline

Interview date: Applicants will be interviewed as and when applications are received

Interview location: In person, Edinburgh

Interview format: 45-minute interview. Competency-based questions will be sent out to candidates in advance of the interview together with timings and information about the selection panel. There may also be a task to complete relevant to the job.

To Apply: Please send your CV of **no more than two sides of A4** to recruitment@edinburghfoodproject.org together with a statement of **no more than two side of A4** telling us how you meet the Person Specification and why you are interested in working with us here at Edinburgh Food Project.

Please also complete our [Equality and Diversity monitoring form](#)

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that Edinburgh Food Project does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

About Edinburgh Food Project

Edinburgh Food Project is within a period of rapid change as we work towards a future without the need for foodbanks.

Vision

An Edinburgh without poverty, where everyone has what they need to thrive.

Mission

To provide food and other everyday essentials, support, and advice, while working with individuals, communities, and partners to address the root causes of poverty.

Values

DIGNITY

- We recognise the importance of the power to choose what, where, when, how, and with whom you eat and how and when you interact with services.
- We involve people with lived experience in our decision-making and provide opportunities to contribute.

RESPECT

- We treat individuals as a whole person.
- We listen and are understanding of people's situations and will respect the choices they make.
- We recognise difference and respond in a way that respects people and their protected characteristic or social situation.

INTEGRITY

- We conduct ourselves with integrity and ensure our work is of the highest quality.
- We are transparent, accountable for our actions and are committed to learning from experience.

POSITIVITY

- We act with unconditional positive regard, and always assume the best of people and situations.
- We do not accept the status quo.
- We hold to a belief in a better future and that there is a way to achieve it.

Strategic Objectives and Activities

RELIEF

To offer dignified immediate relief to people experiencing poverty

We provide food parcels containing enough for three meals a day for three days together with other everyday essentials e.g. toiletries, household, and pet items to people referred to our seven foodbanks across the city.

We also provide Emergency grants through the Money Advice Service such as fuel, crisis, and clothing grants.

SUPPORT

To offer support and advice to people experiencing poverty

We aim to support people beyond the initial provision of food and other items. Our Money Advice Service provides a dedicated phone line, outreach support at our foodbank centres, and engages in casework to help people with individual issues including benefit advice and appeals.

We also invite other organisations to provide drop-in support at our foodbank centres, make referrals and signpost to other sources or help, and work with partners on delivering additional community activities.

CHANGE

To advocate for societal change

We add our voice to campaigns by the Poverty Alliance, Trussell Trust, Joseph Rowntree Foundation and others, share our learning and data, and lead by example as an employer.

We include people with lived experience in everything we do, and safeguard those we work with.

“The foodbank was there when we really needed it, it was an absolute
lifeline.”

“I have a passport now and birth certificate. I won my appeal for PIP... A
massive thanks to you and EFP.”

“You have made my day today, thanks for being so helpful.”

Job Description

Purpose of Role:

To lead and manage a team of welfare rights advisers in delivering high-quality, accessible, and effective advice services to clients facing financial hardship. The role requires a strong understanding of welfare benefits, legislation, and policy, as well as excellent leadership and management skills.

Responsibilities and Duties

1. Service Delivery:

- Oversee the day-to-day operations of the welfare rights advice service, ensuring the efficient and effective delivery of services to clients.
- Develop and implement service plans and targets aligned with organisational goals.
- Monitor service performance and identify opportunities for improvement
- Ensure the service is client-centred and responsive to the needs of the community.
- Develop and maintain strong relationships with partners and stakeholders.
- Manage the service budget, ensuring effective resource allocation.

2. Team Management:

- Recruit, develop, and manage a high-performing team of welfare rights advisers.
- Provide leadership, support, and supervision to staff.
- Conduct performance appraisals and set clear objectives for team members.
- Ensure the team is equipped with the necessary knowledge, skills, and resources to deliver exceptional service.

3. Policy and Practice:

- Maintain a deep understanding of welfare benefits legislation and policy changes.
- Develop and implement procedures and guidelines for the delivery of welfare rights advice.
- Ensure compliance with relevant regulations and standards.
- Represent the organisation at external meetings and forums.
- Maintain quality assurance systems to ensure the accuracy and consistency of advice.
- Conduct regular audits and reviews of casework.
- Identify and address any quality issues.

Person Specification

Essential Criteria

1. Proven experience in managing a welfare rights advice service.
2. Significant experience using AdvicePro, or similar system.
3. In-depth knowledge of welfare benefits legislation and policy.
4. Strong leadership and management skills.
5. Excellent communication and interpersonal skills.
6. Strong analytical and problem-solving skills.
7. Experience of budget management and financial planning.

Desirable Criteria

1. Experience and understanding of the voluntary sector
2. Demonstrable commitment to the aims and principles of Edinburgh Food Project
3. A valid driving licence and own vehicle

Employee Benefits

Compensation

- We are an accredited Living Wage Employer
- Competitive salary

Holiday

- 34 days annual leave, which includes 9 bank holidays

Pension

- We'll automatically enrol you into our pension scheme
- We offer a 4% minimum employer contribution and will match your contribution up to a maximum of 8%
- You'll need to pay at least 4% too, but you can opt to add more for the tax benefits!
- You can opt out if you'd prefer not to have a pension at all

Business Travel

- 45p per mile paid for business travel

Learning

- Learning budget for training courses and conferences
- Access to over 200 free courses

Health and Wellbeing

- Generous paid sick leave for both physical and mental health
- 1 week full pay in your probationary period
- 4 weeks full pay followed by 9 weeks half pay and up to 2 years income protection at half pay
- Access to Edinburgh Bicycle Co-op's Bike to Work Scheme
- Unlimited mental health consultations (for mild to moderate conditions), lifestyle coaching and wellbeing assessments
- Monthly wellbeing hour

Family

- Maternity pay – 1st 16 weeks full pay, 2nd 16 weeks half pay
- Paternity pay – 5 weeks full pay
- Paid adoption and shared paternal leave also available

Death in Service

- 3x your annual salary
- Access for you and eligible family members to financial support, legal support, wellbeing content, and discounts and savings

