

Money Advice Project: Financial Inclusion Officer

Job Details

Location: East Lothian Foodbank. 3 Civic square Tranent EH33 1LH.

Contract type: Fixed term contract until May 2026.

Hours: 20 Hours per week over 5 days with occasional evening or weekend hours to support attendance at supporter events.

Salary: £29,811.60 (pro rata).

The Application Process

Application deadline: Tuesday 4th March at 12pm.*

Interview date: It is anticipated that interviews will be held the week commencing the 10th of March.*

Interview location: In person, Tranent.

*We regularly review applications and reserve the right to close an advert early if we identify suitable candidates. To avoid disappointment, please submit your application as soon as possible.

Please submit your CV of no more than 2 sides of A4 to joinourteam@eastlothian.foodbank.org.uk and a cover letter telling us why you are interested in this role and why you are a suitable candidate.

About East Lothian Foodbank (ELFB)

ELFB provides food and other essential items to local people to give immediate help in an emergency situation to those who are experiencing poverty in East Lothian.

In addition to emergency food, we also offer a money advice service to our service users to help them maximise income and benefit entitlement.

An independent Scottish charity, we are fortunate to also be part of a nationwide network of foodbanks, supported by The Trussell Trust, working towards combat poverty and hunger across the UK.

About the Role

Since its introduction, our money advice project has achieved significant financial gains for our service users. We are now looking for the right person to join our team to drive forward the continued success in year 3 of our project.

This is a fantastic opportunity for a motivated and positive individual to help those using our foodbank to access our money advice service to help improve their circumstances over the long-term.

To achieve this, you will collaborate closely with our advice partner Musselburgh Citizens Advice Bureau (CAB) to ensure that our advice service continues to target those most in need of our support.

You will regularly monitor and review the effectiveness of the project, utilising key data to inform continuous improvement whilst also taking account of feedback from our key partners and those who use our service. You will also work as part of the wider foodbank team to support our overall operations and service delivery.

Key Responsibilities

The Financial Inclusion Officer will have responsibility for the service by:

- Further developing and implementing our plan for year 3 of the project including piloting new initiatives to engage with potential users of the service.
- Identifying individuals who are most likely to benefit from the service and promoting the service to them.
- Developing, maintaining and fostering good working relationships with relevant external agencies, including statutory authorities to ensure all relevant organisations are aware of our money advice service and the wider role of East Lothian Foodbank.
- Attending and/or presenting at appropriate forums and events.
- Ensure a simple referral pathway to the Money Advice Service and clear processes are in place to support this.
- Identify innovative ways to maximise user engagement with the service.
- Monitor and review operational procedures and ongoing engagement with our CAB based advice service.
- Monitor and review effectiveness of project on a quarterly basis using data from our advice partner.
- Working with our advice partner to identify capacity that can facilitate wider access to the service.
- Help to develop and promote new processes for our service users.
- Other tasks to support the foodbank as directed by Foodbank Manager.

About you

To succeed and thrive in this role you must have the following skills and experience:

- Experience of engaging with and supporting partnership work with other organisations.
- Ability to work as part of a team and on own initiative.
- Have an understanding of how to improve service quality for the benefit of users.
- Excellent communication skills.
- Experience in handling difficult conversations.
- Empathetic and non-judgemental.
- Full driving licence holder and access to vehicle.
- Willingness to work flexible hours.

Key Competencies

- Highly organised and self-motivated.
- Adaptable and proactive.
- Good IT skills – including google suite and office packages/excel.
- Ability to identify and capitalise on opportunities.
- Committed to the values and mission of East Lothian Foodbank.

Benefits

- Accredited real Living Wage Employer offering competitive salary.
- Annual leave: 32 days including 9 bank holidays (pro rata).
- Pension: ELFB is a member of the NEST Pension Scheme. The successful candidate would be enrolled within the pension scheme 3 months from the joining date. Further information about Employer Pension obligations can be found at <https://www.nestpensions.org.uk/schemeweb/nest/aboutnest/pensions-are-changing/auto-enrolment.html>
- Business travel: 45p per mile paid for business travel.
- Financial contribution to activities that support your health and wellbeing.