**Benefit, Debt and Money Advisor, Glasgow**

**Post:** Benefit, Debt and Money Advisor.

**Hours:** 35 hours per week, however part time hours will be considered.

**Salary:** Grade Point 13-17: £25,864 – £31,612.

**Location:** Glasgow wide, based at OPFS Glasgow office withtravel in and around

Glasgow as required.

**Reports to:** OPFS Glasgow Service Manager.

**Roles and Responsibilities:**

The Benefit, Debt and Money Advisor will contribute to the organisation’s vision of a Scotland in which single parents and their children are valued and treated equally and fairly, by supporting the delivery of various components which contribute to the Glasgow service, including high quality welfare benefits, money, and debt advice.

The Benefit, Debt and Money Advisor supporting the delivering of the National Debt Service and local Welfare Benefits Service. The role will focus on offering practical support in areas such as budgeting, debt management, access to benefits, and financial literacy. The Advisor will work closely with clients to help them navigate financial challenges and connect them to the services and resources they need to improve their financial situation.

All roles at OPFS contribute to our mission of working with and for single parent families, providing support that enables them to achieve their potential and help create lasting solutions to the poverty and barriers facing many single parents and their children. Our core values of Justice, Equity, Trust, Collaboration and Compassion are at the heart of everything we do and underpin all aspects of our work.

**Key Tasks and Responsibilities:**

* **Client Support:** Provide one-on-one support to individuals facing financial difficulties, helping them with budgeting, debt management, and navigating financial systems.
* **Money Advice & Guidance:** Offer accurate and accessible advice on money management, including budgeting, reducing debt, accessing financial products, and managing household expenses.
* **Benefits Advice:**  
  Provide information and advice on all aspects of welfare benefits that single parents may be entitled to and provide assistance to apply for entitlements.
* **Debt Management:**  
  Support clients in managing and resolving debts by providing advice and negotiating with creditors and exploring debt repayment options, such as repayment plans and making referrals for statutory debt solutions (DAS and Bankruptcy).
* **Financial Education:**  
  Support the delivery group workshops or one-to-one sessions to improve financial literacy, helping clients understand key financial concepts like savings, credit scores, and long-term financial planning.
* **Referrals and Advocacy:** Refer clients to other relevant internal and external support services, such as housing, employment, family support and wellbeing services, to ensure they receive comprehensive support. Advocate for clients when necessary to access additional resources.
* **Collaboration:** Work in partnership with other voluntary and statutory agencies to provide a holistic approach to financial inclusion, ensuring clients are connected with appropriate services.
* **Record Keeping and Reporting** Maintain accurate and confidential records of client interactions, progress, and outcomes, ensuring compliance with data protection regulations.
* **Monitoring and Evaluation:** Assist in the implementation of effective recording, monitoring, and evaluation process to assess progress and outcomes.
* **Other Relevant duties:** Carrying out any other relevant duties related to the above.

**The job description is a broad picture of the post at the time of preparation. It is not an exhaustive list of all possible duties, and it is recognised that jobs change and evolve over time.**

**Personal Specifications:**

**Essential:**

* Experience in casework and case management within a busy environment.
* Recent experience in welfare benefits and/or debt management.
* Strong understanding of financial inclusion and its importance to vulnerable groups.
* Ability to communicate effectively with clients.
* Knowledge of relevant financial and welfare systems.
* Ability to maintain confidentiality and handle sensitive information.
* Excellent organisational and time management skills.
* Commitment to the values and mission of OPFS.

**Desirable:**

* Experience in supporting the delivery of group work sessions or a willingness to learn.
* Knowledge of Scottish National Standards for Advice and Information.
* Familiarity with the **Advice Pro case management system.**
* A valid driving licence and access to a car, as the role requires travel in and around Glasgow, including to areas not widely served by public transport.

**Practical Skills:**

* Ability to plan, record and support evaluate the evaluation process through recording and written reports.
* Good organisational skills.
* Ability to work as part of a team and as an individual.
* Competent use of standard IT packages in word processing, spreadsheets, use of databases, and Microsoft Office 365.
* Knowledge of issues affecting single parents in Scotland.
* Commitment to professional development.

**Personal Qualities & Attributes:**

* Flexible to meet the needs of the service.
* To be approachable, friendly and a good communicator.
* The ability to prioritise workload.

**Terms & Conditions:**

* **Confirmation of Appointment:** Fixed term contract to 31st March 2026 with the possibility of extension (dependent on funding). Confirmation of appointment is subject to satisfactory completion of a 3-month probationary period, two references and a PVG check.
* **Salary:**Grade Point 13-17: £25,864 – £31,612.
* **Hours of work:** 35 hours per week, however part time hours will be considered and worked flexibly to meet the needs of the service.
* **Holidays:** Annual leave entitlement is 25 days and 12 Public holidays (pro rata).
* **Pension:** You will be auto enrolled in our pension scheme with a 3% contribution from you and 7% contribution from OPFS.
* **Training and support and supervision:** You will receive induction training and frequent support in the first three months. Thereafter you will receive monthly individual support and supervision and annual appraisals. Regular team meetings will be held, and staff have access to internal and external training.
* **Equal Opportunities and Family Friendly Employment:** OPFS aims to be an equal opportunity and family friendly employer. OPFS has Investors In People Silver status.

### Recruitment Timetable: The closing date for applications is Thursday, 7th August at 5pm. Interviews will be held week beginning 11th August 2025