



Advice Worker

- Post:** Advice Worker with OPFS Advice and Information Service.
- Hours:** 28 hours per week (Hours negotiable. Typically, 7 hours a day between 9.15am and 4.45pm).
- Salary:** Grade Point 13-17, £25,864 - £31,612 (Part-time, pro rata for 28 hrs. £20,691-£25,289.60)
- Location:** Glasgow City Centre office base. Hybrid working arrangements can be discussed, with the expectation to spend a specified proportion of working week within office. You may also be asked to travel, with notice, to other OPFS offices and events external to office base.
- Reports to:** Advice and Information Services Manager

Overview

The Advice and Information Service is a national support system for single-parent families and professionals across Scotland. It provides multi-channel advice on a wide range of topics, ensuring accessibility and inclusivity. The service operates Monday to Friday, 9:30 am to 4:00 pm, excluding Christmas and Easter holidays.

Role and Responsibilities

The Advice Worker is central to delivering high quality, tailored advice to single parent families and professionals. The role also involves identifying social policy concerns from interactions, helping shape OPFS's strategic and advocacy efforts.

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.

As an Advice Worker at OPFS, you will

- Work to the agreed priorities of the service providing clear, compassionate advice on key areas including housing, money, parenting, relationships, health & wellbeing, and employment/training.

- Signpost single parents and professionals to relevant services and resources.
- Accurately record all interactions using Salesforce CRM.
- Participate in monitoring, evaluation, and training to support continuous improvement.
- Maintain confidentiality and uphold safeguarding, data protection, and health & safety policies.
- Contribute to team meetings, service development, and quality assurance activities.
- Promote equality, diversity, and inclusive practice in all aspects of your work.
- Ensure the voices and experiences of single parents inform your advice and contribute to OPFS's policy and advocacy efforts.
- Demonstrate flexibility, a positive attitude, and a commitment to OPFS's core values: Justice, Equity, Trust, Compassion, and Collaboration.

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

We're looking for someone who is passionate about supporting single-parent families. You don't need to know everything on day one, full training will be provided but a willingness to learn, grow, and make a difference is essential.

Essential

- Experience in a support, advice, or customer-facing role (e.g. helpline, Citizens Advice, community services).
- Interest in or awareness of topics like housing, benefit, parenting, wellbeing, and employment.
- Understanding of the challenges single parents face, or a strong desire to learn and put into practice.
- Some knowledge and understanding of both UK and Scottish benefits systems
- Must respect sensitive information and understand need for it to be handled with care and professionalism.

Practical Skills

- Strong communication skills clear, empathetic, and non-judgmental.
- Quick to learn and adapt in an advice environment.
- Good listening and questioning skills to understand people's needs.
- Confident using IT tools (Word, Outlook, Excel, Office 365) and open to learning new systems like Salesforce.
- Able to manage time well and work independently when needed.



Personal Qualities

- Empathy and respect for the lived experiences of single parents.
- A team player who's flexible and open to change.
- Self-motivated and committed to continuous learning.
- A strong belief in equality, inclusion, and diversity.
- A non-judgmental approach to supporting families from all backgrounds.
- Alignment with OPFS values: Justice, Equity, Trust, Compassion, Collaboration.

Desirable

- Experience with welfare rights advice or benefit calculations.
- Familiarity with Salesforce, SharePoint, or multi-channel advice platforms.

Terms & Conditions

Confirmation of Appointment: Confirmation of appointment is subject to satisfactory completion of a 3-month probationary period, two references, and a successful PVG check.

Salary: Grade Point 13-17 £25,864 - £31,612 ((Part-time, pro rata for 28 hrs. £20,691-£25,289.60).

Hours of work: 28 hours per week (negotiable).

Holidays: Annual leave entitlement is 25 days and 12 Public holidays (pro rata for 28 hrs.).

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 GOLD status.

Recruitment Timetable: The closing date for applications is 31 August 2025 at 11:59pm. shortlisting week w/c 1 September and Interviews will be held w/c 8 September 2025.