



Job Pack Head of Advice and Rights (Scotland)

Thank you for your interest in this role. In this pack please find:

- Information about CPAG and about the role
- Terms and Conditions of Employment
- Job description
- Person specification
- Application form

To apply, please return the application form, taking particular care to provide full details of how you meet the person specification.

Please send your application to recruitment@cpag.org.uk

Closing date for applications: 9am on 8th June 2026

Interviews will be held in Glasgow on: 26th June 2026

If you require further information or need us to make any special arrangements to enable you to participate in the selection process, please contact recruitment@cpag.org.uk.

RECRUITMENT MONITORING

In the interests of monitoring our recruitment procedures we would be grateful if you complete our recruitment monitoring form [here](#).

The form should take no longer than 5 minutes to complete and will not form part of the selection process.



General Information

Head of Advice and Rights (Scotland)

About CPAG

Child Poverty Action Group works on behalf of the more than one in four children in the UK growing up in poverty. It doesn't have to be like this. We use our understanding of what causes poverty and the impact it has on children's lives to campaign for policies that will prevent and solve poverty – for good. We provide training, advice and information to make sure hard-up families get the financial support they need. We also carry out high profile legal work to establish and protect families' rights.

Our vision

Our vision is of a society free of child poverty, where all children can enjoy a childhood free of financial hardship and have a fair chance in life to reach their full potential.

Our mission

Our mission is to promote action to prevent and end poverty among children and families with children in the UK.

Our beliefs

CPAG policy positions have stood the test of time for six decades. We hold that child poverty is relative to the society families live in and is characterised by a lack of resources. It is neither necessary nor inevitable and is responsive to policy action. Policy solutions should focus on adequate incomes, prioritise prevention rather than relief, and means-testing should be avoided wherever possible. When governments adopt our solutions, child poverty falls.

Our values

- Ambitious – child poverty isn't inevitable, and we won't stop until no child grows up in financial hardship.
- Voice – our work is informed by the voices of children and families
- Evidence based – we advocate solutions to child poverty based on the evidence
- Leadership – we are the leading advocates for children and families in poverty in the UK
- Independent – we are not afraid to speak out

Our theory of change

- By promoting our values, we advance the public and political will for a society free of child poverty
- By developing evidence-based solutions, we encourage policymakers and practitioners to act to prevent and end child poverty
- By campaigning, we work towards social and political change that will keep families from poverty
- By developing and sharing our social security expertise, we help maximise families' resources and inform our evidence for change.

What We Do

Policy and campaigning

We seek to achieve positive outcomes through our high-profile campaigning work – using evidence to influence government and media. We publish research and information on the causes and effects of child poverty (including briefing materials on our website - cpag.org.uk) and seek radical and practical solutions. Our journal *Poverty*, published three times a year, carries articles and features to inform and stimulate debate on poverty, its causes and consequences, and the action required to tackle it.

Rights and Advice

We provide expert advice, training and information to welfare rights advisers, lawyers and others on all aspects of the social security and tax credit systems. Our staff in London and Glasgow respond to around 7,300 queries a year from advisers. Our bi-monthly *Welfare Rights Bulletin* keeps them up-to-date on new legislation and developments. During the year we reached 12,300 beneficiaries through our training, conferences and seminars. Through carefully selected test cases, we challenge unjust legislation, unfair or discriminatory decisions.

Publishing and Resources

CPAG publishes the major handbooks used by thousands of advisers, community workers, lawyers and members of the public. The *Welfare Benefits Handbook* gives full coverage of all aspects of social security and tax credits. We publish handbooks and resources on housing benefit, child support, fuel rights, debt advice, benefits for migrants, council tax, student support and personal finance. AskCPAG is our platform for advisers to access up-to-date information and tools to navigate the complexities of the social security system. For more information, visit cpag.org.uk/welfare-rights

There are currently two offices from which this work is undertaken, the main office being in London and CPAG in Scotland, located in Glasgow. There is a recognised union to which most permanent staff belong.

Background to the Post

This post has become vacant as the current postholder is retiring. It is based in CPAG in Scotland in Glasgow. There are hybrid working options. You will lead the CPAG in Scotland welfare rights team which provides expert, second-tier advice, information and training on social security to advisers and other frontline staff working with families at risk of poverty across Scotland.

Our advice line is an essential, second-tier, casework support service which helps frontline advisers give accurate advice on social security benefits to their clients. Cases on the advice line cover all UK and Scottish benefits. Cases are often complex, requiring clearly communicated, up-to-date advice on social security law and appeal tactics.

Alongside the advice line, we produce a wide range of publications, resources, training and eLearning courses on UK and Scottish benefits. Our online training programme covers the full range of UK and Scottish benefits to equip advisers and support workers helping families in Scotland to access financial support. Our annual conference is the key event for advisers and others to stay updated on Scottish and UK social security.

Your role as Head of Advice and Rights (Scotland) is to lead a team (currently made up of eleven welfare right workers and an eLearning developer) to deliver the Scotland advice service, develop and deliver interactive training sessions and produce accurate, up-to-date and accessible resources.

You will work closely with our Head of Advice and Rights (UK) and our Director of Business to ensure a joined up approach to the delivery of CPAG's overall strategic objectives.

Our welfare rights advisers also play an important role in contributing welfare rights expertise to CPAG in Scotland's policy influencing. Our Early Warning System uses evidence from the advice line to help policy makers develop better policies and services for low-income families.



Terms and Conditions of Employment Head of Advice and Rights (Scotland)

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| Job title | Head of Advice and Rights (Scotland) |
| Contract: | Permanent |
| Location: | You will be based in Glasgow but you may be able to agree a pattern of regular remote working with your line manager. |
| Salary: | £51,458 - £56,875 – New joiners generally start at the beginning of the salary range. Progression through the salary range will be based on performance and achievement of objectives. |
| Hours: | 35 per week. CPAG operates a 'core hours' and flexi/TOIL (Time Off In Lieu) policy. Flexible working arrangements will be considered (e.g. part time, compressed hours). |
| Annual leave: | 30 days a year annual leave (plus additional 4 days during the Christmas/New Year period). |
| Other benefits: | Interest free travel loan, automatic enrolment into CPAG's nominated Group Personal Pension Scheme, income protection insurance and 'death in service' provision, and a range of leave entitlements for family and other reasons and other wellbeing benefits (details are on the attached sheet). |

There is a six-month probation period for this post.

CPAG's Commitment to Equal Opportunities

Everyone has the right to be treated with fairness, dignity and respect and to live free from discrimination. We recognise there is an organisational responsibility to tackle inequality and encourage diversity in respect of both the work we undertake and the people we employ and also that every employee of the organisation has personal responsibility to abide by and promote the policy.

CPAG recognises that discrimination can occur and will promote anti-discriminatory practices for people who may be discriminated against on grounds of race, colour, nationality, ethnic origin, religion, belief, gender, class, HIV & AIDS, age, disability, marital status, pregnancy, people who are gay, lesbian or transgender, people who have dependents or people who are using mental health services.

We are proud to be an organisation that is not afraid to point out injustice and inequality and have policies in place that recognise the importance of equality and diversity. However, we know as an organisation that there is always room for improvement. We acknowledge the problem with racial diversity within the charity sector and we are committed to taking action to change this. In trying to achieve social change, greater fairness and equality, we must also hold ourselves to account. We want to build a diverse group of talented people working towards our shared vision.

To this end we have set up an Equality, Diversity and Inclusion (EDI) group to advise on and help lead this work. Championed by our Board and leadership, we aim for EDI to be embedded throughout our organisation and strategy. We are committed to making change where it is needed and look forward to being part of a sector that prioritises diversity and equality.

We are prepared to invest resource, to where possible recruit for potential rather than seek perfection and recognise the need for a better understanding of racial and other biases in order to reflect the communities we work in. We continue to value the insights brought to the organisation through lived

experience. CPAG needs to be a safe place to work, to challenge and feel safe to have uncomfortable conversations.

Additional Information on Terms and Conditions of Employment

Leave entitlements

- 30 days annual leave
- 4 additional days paid leave during the office Christmas closure
- 9 bank holidays
- 26 weeks paid maternity leave and 13 weeks of maternity leave at the current rate of SMP
- Shared Parental Leave
- 6 weeks paid leave for staff whose partner has or adopts a baby
- 6 weeks paid paternity leave including a maximum of 2 weeks statutory paternity pay
- 13 weeks unpaid parental leave for parents or guardians of children up to age 16 (18 weeks for parents or guardians of disabled children)
- 10 days paid leave for staff members who have to care for a dependent
- 5 days paid leave for urgent domestic reasons
- 5 days paid leave for staff who carry out public duties
- 10 days paid study leave subject to agreement by CPAG
- An unpaid career break of up to 6 months available to staff after 2 years' service
- Time off in lieu, flexible working options and flexitime to allow staff to work flexibly

Arrangements apply pro rata to part-time staff and basic annual leave dependant on start date and hours and runs from April to March.

Other benefits

- Access to Employee Assistance Programme and BUPA Healthy Minds counselling
- Occupational Health Service
- Group Personal Health Insurance
- Flu jab vouchers
- Eye sight tests and vouchers
- Season ticket loan
- Cycle to Work scheme
- Monthly staff socials and regular staff away days and Christmas lunch



Job Description Head of Advice and Rights (Scotland)

Job Title: Head of Advice and Rights (Scotland)
Reports To: Director of CPAG in Scotland
Team: CPAG in Scotland
Salary: Band E
Hours: 35 hours per week

Job Purpose:

You will lead the delivery of CPAG in Scotland's expert welfare rights services.

Tasks and Responsibilities:

1. Lead and line manage a team of welfare rights advisers to ensure we maintain sector-leading expertise in Scottish and UK social security.
2. Maintain the profile and reputation of CPAG as the leading provider of second-tier welfare rights services, taking responsibility for our high-quality and professional welfare rights services in Scotland.
3. Project manage the development and delivery of CPAG in Scotland grant funded and contracted welfare rights activity, ensuring systems are in place for monitoring and evaluating impact and reporting to funders against grant conditions.
4. Maintain your own welfare rights expertise by contributing to advice, information or training delivery.
5. Identify opportunities for development of CPAG welfare rights services in Scotland and work with the Director of CPAG in Scotland and our Fundraising team to develop funding proposals.
6. Working with policy colleagues, ensure that welfare rights advisers' expertise and activity contribute to CPAG policy influencing work.
7. Ensure training courses and events in Scotland reflect the particular needs of frontline advisers in Scotland and meet funding requirements, working with our Head of Advice and Rights (UK) and the Development and Training Officer.
8. Work with our Director of Business, Business team and Training and Events Manager (Scotland) to ensure the training programme in Scotland contributes to our organisational strategic objectives.
9. Work with our Director of Business, Business team and London based Advice and Rights team, to ensure that publications, online information, eLearning and training are delivered with a joined-up approach and according to CPAG's strategic objectives.

10. Together with the Director of CPAG in Scotland, ensure that the team's work contributes to our organisational strategic objectives and meets funding requirements.
11. Work with our Business team and Welfare Rights teams to support and coordinate welfare rights content across CPAG platforms.
12. Provide statistics, case studies and analysis for our Fundraising team for funding bids and funding reports, and quarterly reporting of KPIs to the Finance & Resources Committee and the Board.
13. Work with our Director of Business and Business team to ensure IT and new technology supports welfare rights work.
14. Work with the Head of Advice and Rights (UK) and with colleagues across CPAG to ensure welfare rights is contributing fully to CPAG's strategies and planning.
15. Ensure compliance with all CPAG's policies and code of conduct, with specific attention to equality, diversity and inclusion.
16. Take on any other reasonable tasks which contribute to achievement of the job purpose and the aims of CPAG.

Person Specification – Head of Advice and Rights (Scotland)

Experience

| Essential | Desirable |
|---|--|
| Extensive experience of welfare rights advice and practice | Experience of second tier welfare rights advice and practice |
| Line management experience | |
| Experience of setting customer service standards and ensuring quality standards are met | |
| Track record of writing or producing expert content, including online | Track record of developing and delivering training |

Skills/Abilities/Knowledge

| Essential | Desirable |
|---|---|
| Expert in social security law, case law and practice, including some knowledge of Scottish social security law and practice | Expert in Scottish social security law and practice |
| Up to date knowledge of welfare rights advice sector, including in Scotland | |
| Ability to identify and communicate policy issues arising from welfare rights practice | |
| Ability to lead a team of welfare rights experts | |
| Project management skills, including monitoring, evaluation and reporting | |
| High level oral and written communication skills | |
| Ability to work collaboratively across teams, including across the UK and | |

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| with a range of internal and external stakeholders | |
| Ability to write funding bids and cultivate funder relationships | |
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Personal Qualities

| Essential | Desirable |
|---|------------------|
| Commitment to CPAG's aims and objectives | |
| Commitment to CPAG's diversity and equality policy | |
| Ability to spend occasional nights away from home on business | |