

Welfare Rights Adviser Information Pack

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Details

Job title:	Welfare Rights Adviser
Reporting to:	Money Advice Service Manager
Direct Line Reports:	none
Contract Type:	Permanent contract
Hours:	Full-time / Part-time negotiable
Work Pattern:	9am – 5pm, Monday - Friday (flexible and part time working arrangements will be considered)
Salary:	£28,610 - £32,416
Location:	Unit 12, New Lairdship Yards, Broomhouse Road, Edinburgh, EH11 3UY (Hybrid working from home, office and outreach locations across Edinburgh and East Lothian)

The Application Process

Application deadline:	Tuesday 25 th August 2026
Interview date:	Thursday 3 rd September 2026
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 tasks to complete in advance that will be 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.

Criminal Records Disclosure

A Level 1 criminal records check is a requirement of this role.

About Edinburgh Food Project

Edinburgh Food Project has been providing emergency food parcels to those in the community most in need since 2012. We don't believe that poverty is inevitable and have a vision of an Edinburgh without the need for food banks where everyone has what they need to thrive. We are working towards a world where there is no need for food banks in Edinburgh. Our Money Advice Service plays an important role in our strategy to achieve this by ensuring that people accessing our food banks get support with income maximisation, budgeting and debt.

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 food banks 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 food bank 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 food bank centres, make referrals and signpost to other sources of help, and work with partners on delivering additional community activities.

CHANGE

To advocate for societal change

We work in partnership with others including the Poverty Alliance and Trussell to drive systems change, which will reduce the need for food banks in Edinburgh.

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

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

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

“I have never felt as appreciated in ANY employment as I do at EFP”

About the Money Advice Service

Our Money Advice Service provides a free, impartial and confidential service, tailored to meet the needs of our clients. Delivering advice within food bank settings allows the service to reach people at a time of acute need, providing immediate access to support and helping to address underlying financial issues alongside the need for emergency food aid.

Delivered from selected Edinburgh Food Project food banks and outreach locations in partnership with Edinburgh North East Foodbank, Edinburgh South East Foodbank and East Lothian Foodbank, the service is accessible to food bank clients from across Edinburgh and East Lothian, helping people address the underlying causes of financial crisis alongside immediate food insecurity.

The Money Advice Service is a holistic service, providing specialist advice and support with:

- Welfare rights
- Energy advice
- Applying for benefits
- Budgeting
- Personal Debt and money
- Applying for grants
- Food bank referrals
- Employability
- Accessing Mental Health and Wellbeing services

Job Description

Working within the Money Advice Service, the Welfare Rights Adviser delivers high-quality, person-centred advice and advocacy to individuals experiencing financial hardship, helping to maximise income, improve financial resilience and reduce the impact of poverty.

Providing advice and support in food banks and community settings, as well as by telephone, email and other channels, the postholder works with clients facing complex welfare, debt, housing and financial issues. They use specialist knowledge, tools and systems to assess needs, identify solutions and explain options clearly, empowering clients to make informed decisions.

The Welfare Rights Adviser delivers holistic advice in line with the Scottish National Standards for Information and Advice Providers (SNSIAP), analysing and interpreting complex information, supporting benefit entitlement and debt resolution, and maintaining accurate case records to required standards.

Responsibilities

1. Advice delivery and client support

- Deliver high-quality welfare rights, debt and financial inclusion advice to individuals and families experiencing poverty and financial hardship, including those accessing food bank services.
- Provide advice and support through a range of channels, including face-to-face, telephone and email appointments.
- Manage a specialist caseload, providing ongoing casework and support to clients with complex needs.
- Support clients to maximise income, access welfare benefits, address debt issues and improve financial wellbeing.
- Maintain up-to-date knowledge of welfare rights legislation, guidance, policy and best practice to ensure advice remains accurate and compliant.
- Work confidently and effectively within food bank and community settings, contributing to a welcoming and supportive service.
- Contribute to quality assurance processes, including file reviews and continuous service improvement activities.

2. Case Management and Quality Standards

- Maintain accurate, comprehensive and timely case records in accordance with the Scottish National Standards for Information and Advice Providers (SNSIAP) and organisational requirements.
- Manage referrals to partner organisations and external agencies to ensure clients access appropriate specialist support.
- Assist in the development and implementation of case management procedures and service improvements.
- Ensure all work complies with data protection, confidentiality and information governance requirements.
- Support audit and assessment processes and contribute to maintaining quality accreditation standards.

3. Monitoring, Data Management and Reporting

- Take lead responsibility for the collection, extraction, analysis and collation of service data for assigned food bank locations and funded projects.
- Produce quarterly monitoring reports for funders, stakeholders and internal management, presenting data, trends, outcomes and impact in a clear and meaningful way.
- Maintain accurate records of client outcomes, financial gains, service activity and performance indicators.
- Work with the Money Advice Service Manager to ensure reporting requirements, contractual obligations and key performance indicators are met.

- Support preparation for audits, service evaluations and external assessments.
- Contribute to the development of systems and processes that improve data quality, consistency and reporting effectiveness.

4. Partnership and Service Development

- Develop and maintain positive working relationships with colleagues, volunteers, referral partners and external agencies.
- Represent the organisation at meetings, forums and partnership events as required.
- Contribute to service development initiatives that improve outcomes for people experiencing poverty and financial hardship.
- Support the organisation's wider mission of reducing poverty and increasing financial resilience within local communities.

5. Other duties

- Adhere to all Edinburgh Food Project policies, procedures and values.
- Undertake any other reasonable duties consistent with the purpose and scope of the role.

Person Specification

Essential criteria

1. Comprehensive knowledge of welfare rights legislation, guidance and practice.
2. Significant recent experience of delivering welfare rights and benefits advice (up to Type 3 of Scottish National Standards).
3. Experience of managing complex client cases and proactively supporting individuals experiencing poverty or financial hardship.
4. Experience of producing reports for management, funders, or other stakeholders.
5. Excellent interpersonal and communication skills, with the ability to build positive relationships with clients, colleagues and partner organisations.
6. Ability to establish and maintain good relationships with staff, volunteers and partner agencies, and work in a collaborative and solution-focused way.
7. Strong organisational skills, with the ability to manage competing priorities, meet deadlines and work independently.
8. Strong analytical skills, with the ability to interpret data and present findings clearly and accurately.
9. Good IT skills, including experience of using case management systems, databases and Microsoft Office applications.
10. Commitment to equality, inclusion and anti-poverty work.
11. An understanding of Data Protection and GDPR responsibilities.

Desirable Criteria

1. Experience of monitoring and reporting against funded project outcomes and grant requirements.
2. Experience of working within the voluntary, community or third sector.
3. Experience of delivering advice services in outreach, community or food bank settings.
4. Knowledge of the Scottish National Standards for Information and Advice Providers (SNSIAP).
5. Experience of delivering debt and budgeting advice.
6. Demonstrable commitment to the aims, values and anti-poverty mission of Edinburgh Food Project.
7. Full UK driving licence and access to a 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

- 55p 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

