

Recruitment Pack

National Financial Inclusion Manager

35 hours per week, will consider part-time hours

Location: Glasgow

Closing date: Sunday 27 September 2026, 11:59pm



**One Parent
Families Scotland**

changing lives, challenging poverty

Dear candidate,

Thank you for your interest in joining One Parent Families Scotland (OPFS).

By taking your next step with us, you would be joining an organisation where the work truly matters. It matters to the single parent who is juggling multiple responsibilities to provide for their family. It matters to the child who deserves equal opportunities to thrive. It matters to the families who face daily challenges and need support to navigate them. It matters to us because no one should have to face these challenges alone.

We're looking forward to hearing from people who are deeply committed to our vision: a future where every single parent and their children in Scotland are celebrated in all their diversity, are treated fairly and live free from discrimination and poverty. We believe that every family should have access to the resources and support they need, regardless of their circumstances. **Changing lives, challenging poverty** is at the heart of everything we do.

Our impact

You would be joining a team committed to making a meaningful difference. Every day, we are inspired by their dedication, expertise and commitment to enhancing the lives of single parent families. From our frontline staff who provide direct support, to our Head Office teams who ensure smooth operations, and those who advocate for policy changes, our passionate team is focused on creating lasting, positive impact.

One example of our impactful work is our Family Support Service. In the past year, we have supported thousands of single parent families, helping them to access essential services, financial support and emotional guidance. Our programmes are designed with the input of those we serve, ensuring that our work is relevant and effective.

We know that we can't do this alone. Our work is strengthened by the voices and experiences of single parents who guide our efforts. Their insights are invaluable, and their collaboration is at the heart of everything we do. Through co-design and active participation, we ensure that our programmes are tailored to meet the real needs of the families we serve.

Partnerships

We place great value on our partnerships with community organisations, which help us deepen our impact and better understand what families need to thrive. These partnerships amplify our efforts, allowing us to reach more families and provide comprehensive support. By working together, we can create a network of resources and services that truly make a difference in the lives of single parent families.

Our culture

At OPFS, we strive to create a supportive and inclusive working environment. We believe in fostering a culture where colleagues feel valued and empowered to innovate. We encourage learning from mistakes and working collaboratively to achieve our goals. We are proud to have achieved the **Investors in People Gold** status, reflecting our commitment to excellence in people management and development.

At the core of our mission is the creation of a diverse and inclusive workspace. We recognise that our organisation thrives on the variety of backgrounds and perspectives that our team members bring, enriching our work in countless ways. We are dedicated to equity, diversity, inclusion and belonging, and these principles are embedded within our values and practices.

We encourage applicants who bring diverse skills and a strong commitment to our mission. Regardless of whether your career path has been traditional or unique, if you share our values and are passionate about making a difference, we would love to hear from you.

Thanks for considering a role within OPFS. Together, we can create a brighter future for single parent families across Scotland. **Changing lives, challenging poverty** is not just a strapline; it's at the heart of everything we do.



Satwat Rehman
Chief Executive



Halena Gauntlett
Chair



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OPFS 2026 Staff Conference

Our vision

A Scotland where single parent families are celebrated in all their diversity, are treated fairly and live free from poverty.

Our mission

To amplify the voices of single parent families in their unique role as sole carers and providers and together challenge stigma, poverty and inequality to achieve change.

About OPFS

Established in 1944, OPFS is the leading charity working with single parent families in Scotland. We provide expert advice, practical support and campaign with parents to make their voices heard to change the systems, policies and attitudes that disadvantage single parent families.

We work alongside single parents and their families, placing them at the centre of everything we do, creating ways to overcome barriers, changing their lives and fulfilling their potential. We also celebrate the many achievements of single parents and their children.



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Our values

Our values are the principles or standards that we consider important in life. They shape behaviour and guide our decisions and actions.

Justice: always keeping the scales of justice in balance, avoiding inequalities in the future.

Equity: everyone getting what they need, tackling inequalities in the here and now.

Trust: trusting that people will work to the best of their ability, while ensuring the best interests of others are central.

Collaboration: working together and focusing on solutions.

Compassion: recognising the challenges others face and then taking action to help.

Strategic objectives

Support single parents to build on their strengths and attributes to achieve their goals.

Strengthen single parent families' wellbeing, enabling children to be happy and thrive.

Influence policies to eradicate child poverty, taking an intersectional, equalities approach to policy making.

Involve single parents, experts by experience, to co-produce OPFS services and policy priorities.

Challenge societal attitudes and behaviours to fully support and respect single parent families.

Outcomes

- Single parents know their rights and can access those rights.
- Their contributions to society are celebrated and recognised.
- They have a standard of living above the Minimum Income Standard.
- They experience stronger family wellbeing.
- They have a powerful voice in shaping services and policies.

[Read our strategic plan to find out more](#)



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National Financial Inclusion Manager

Location: Glasgow with regular travel across OPFS services

Hours: 35 hours per week (part-time considered)

Salary: £44,434 - £48,878

Reports to: Head of Service Support for Families

About the Role

The National Financial Inclusion Manager will provide strategic and operational leadership for OPFS's National Welfare Rights and Debt Service, ensuring that single parents across Scotland can access high-quality, person-centred welfare rights, benefits, money and debt advice. The postholder will lead the development and delivery of these services across OPFS frontline services and nationally, ensuring a consistent, accessible and high-quality approach across Scotland.

The postholder will directly line manage the Benefit, Debt and Money Advisors within the staff team, providing effective supervision, support, performance management and professional development. They will ensure consistent, high-quality advice and casework practice across the service and wider OPFS frontline delivery, in line with the Scottish National Standard for Advice and Information and relevant professional standards. The postholder will be required to achieve the Scottish National Standard for Advice (or equivalent recognised accreditation for money advice/welfare benefits) within their first year in post, and to lead the wider team towards accreditation.

The role will involve developing and embedding quality assurance processes, monitoring service performance and outcomes, managing the service budget, and building strong partnerships with statutory and voluntary sector organisations to strengthen referral pathways and maximise financial inclusion outcomes for single parent families. The postholder will also support the integration of welfare rights, benefits, money and debt advice across OPFS frontline services, sharing expertise, strengthening practice and ensuring families can access the right support at the right time.



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The postholder will work closely with senior management to ensure the service is well resourced, evidence-based, and responsive to the needs of single parents, and will use frontline data and casework trends to inform OPFS's wider policy and campaigning work on poverty and financial inclusion.

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 helping create lasting solutions to the poverty and barriers facing many single parents and their children. Our core values of trust, equity, justice, collaboration and compassion are at the heart of everything we do and underpin all aspects of our work.

The postholder will also use learning, outcomes and trends identified through My Life and Me and frontline casework to inform service development, quality improvement, funding and reporting, and OPFS's wider policy and influencing work.



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My Life and Me

My Life and Me (MLAM) is OPFS's strengths-based, trauma-informed assessment and outcomes framework, used to support single parents and families to identify their strengths, priorities, goals and the changes they want to make. It provides a consistent approach to understanding family circumstances, identifying support needs and tracking progress and outcomes over time.

All our work is guided by the six My Life and Me priority areas:

- **Money**
- **Health & Wellbeing**
- **Home**
- **Work, Education & Training**
- **Children**
- **Relationships**

My Life and Me provides a holistic framework for understanding the different areas of family life and supporting families to identify what matters most to them. Through a person centred, strengths-based approach and guided by our organisational values, we work alongside families to:

- **Involve** them in shaping the support they receive
- **Strengthen** their skills, confidence and resilience
- **Support** them to achieve their goals and aspirations
- **Influence** positive change in their lives and communities
- **Challenge** the barriers and inequalities that impact them

The National Financial Inclusion Manager will ensure that welfare rights, benefits, money and debt advice is integrated within the My Life and Me approach and contributes to a holistic understanding of a family's financial circumstances and wider wellbeing. The postholder will support advisors and frontline staff to use financial inclusion information and outcomes to identify barriers, strengthen support plans and demonstrate the impact of advice and support.



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Key responsibilities

Strategic leadership, service delivery and governance

- Lead the National Financial Inclusion Service, ensuring high-quality, compliant and effective welfare rights, benefits, money and debt advice across OPFS.
- Monitor policy, legislative and practice developments, advising senior management on implications for single parent families and OPFS services.
- Ensure the service meets legal, regulatory, professional, OPFS and contractual/funding requirements.
- Lead the planning, development and continuous improvement of the National Financial Inclusion Service in response to emerging need, evidence and organisational priorities.

People leadership and team development

- Provide clear leadership, supervision and performance management for the Financial Inclusion team, including recruitment, induction and professional development.
- Monitor caseloads, capacity, productivity and performance, taking action to address pressures, gaps and improvement needs.
- Promote a positive learning culture that supports reflective practice, staff wellbeing and continuous improvement.

Quality, accreditation and service improvement

- Lead the service to achieve and maintain accreditation against the Scottish National Standards for Information and Advice Providers and achieve any required individual adviser accreditation/competency requirements within the first year.
- Develop and embed quality assurance systems, including case file audits, policies, procedures, evidence and improvement plans.
- Strengthen frontline financial inclusion practice, referral pathways and inclusive approaches, ensuring services reflect OPFS's intersectional equalities approach and use data to improve outcomes.



Policy and external influence

- Represent OPFS and the service in relevant local and national networks, partnerships, working groups and stakeholder forums.
- Build effective relationships with statutory, voluntary, advice-sector, funding and commissioning partners to strengthen referral pathways and collaboration.
- Use frontline data, casework trends and single parent experiences to inform OPFS policy, campaigning and influencing work on poverty and financial inclusion.

Finance, funding and reporting

- Manage delegated budgets, financial monitoring, forecasting, reporting and resource use in line with OPFS and funding requirements.
- Identify funding and commissioning opportunities, contributing to applications, tenders and proposals.
- Prepare monitoring reports and evaluations, maintain funder relationships, and manage delivery against funded targets, outcomes and contracts.

Frontline practice and integration

- Oversee complaints handling, data protection and safeguarding practice within the service, ensuring compliance with OPFS policies and legal requirements.
- Promote health, safety and wellbeing for staff and service users, ensuring relevant procedures are understood and followed.
- Promote equality, diversity and inclusion across the service, challenging discrimination and ensuring practice is accessible, inclusive and aligned with OPFS values.

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.



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Personal specification

Essential skills and experience

- Significant experience delivering welfare benefits and/or debt and money advice casework.
- Experience leading, managing, supervising or coaching staff within an advice, support, financial inclusion or related service.
- Strong knowledge of welfare benefits, debt and money advice systems, legislation and good practice.
- Experience of quality assurance, casework auditing and maintaining high service standards.
- Experience managing service performance, budgets, funded targets and reporting requirements.
- Proven ability to monitor, evaluate and report on outcomes for funders, commissioners and stakeholders.
- Experience contributing to funding applications, tenders or service development initiatives.
- Experience building effective partnerships and representing services at external meetings and networks.
- Excellent communication, negotiation and relationship-building skills.
- Ability to manage confidential and sensitive information appropriately.
- Achievement of, or commitment to achieving within the first year, the Scottish National Standard for Advice and Information (or an equivalent recognised accreditation).
- Commitment to the values and mission of One Parent Families Scotland (OPFS).
- A valid driving licence and access to a car, as travel throughout Scotland is required, including to areas with limited public transport links.

Desirable

- Experience managing a national, multi-site or geographically dispersed service.
- Knowledge of the challenges facing single parents in Scotland.
- Experience using AdvicePro or a similar case management system.
- Experience using casework evidence and data to support policy development or campaigning activity.



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Skills and capabilities

- Strong planning, organisational and time-management skills.
- Ability to lead, motivate and support a geographically dispersed team.
- Skilled in performance monitoring, data analysis and report writing.
- Confident user of Microsoft 365 and other case management and data systems.
- Commitment to continuous professional development for yourself and others.
- Ability to balance strategic thinking with operational delivery and service improvement.

Personal attributes

- Inclusive, approachable and supportive leadership style.
- Resilient and adaptable, with the ability to manage competing priorities.
- Strong judgement and problem-solving skills.
- Ability to prioritise effectively and support others to do the same.
- Flexible and responsive to the needs of a national service.



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Terms and conditions

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

Salary: £44,434 - £48,878

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

Location: Glasgow Office, with regular travel across OPFS offices

Holidays: Annual leave entitlement is 25 days and 12 Public holidays (pro rata if part-time)

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.

How to apply

Recruitment timetable: The closing date for applications is Sunday 27 September 11:59pm. Interviews will be held week commencing 12 October 2026.

Please submit your CV and use your covering letter to clearly demonstrate how your skills, experience and strengths meet the job specifications. This will help us assess your application and give you the best possible chance of being shortlisted.

If you need to make an application in an alternative format on the basis of a disability or long-term health condition, please email jobs@opfs.org.uk for guidance.



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