

JOB DESCRIPTION:

POST:	Senior Money Advisor
DIVISION:	Support Line
RESPONSIBLE TO:	Service Manager
SALARY:	Band D £37,189 - £42,687 per annum
CONTRACT:	Full time, 35 hours per week, permanent contract
LOCATION:	Edinburgh or Central Belt with Travel to Edinburgh

Children First - Vision and Values

Children First are Scotland's national children's charity. We stand up for every child because all children should have a safe childhood. We protect children from harm and support them to recover from trauma and abuse through our national and local services. We help children, their families, and the people that care for them by offering emotional, practical, and financial support. We give children hope and a safer, brighter future.

Transforming the way that families across Scotland access whole family support is one of Children First's key strategic priorities for the next five years. Backed by Scottish Government investment we are doubling the size of our support line, which offers emotional, practical and financial help to families across the country. In the first year of growth, we aim to reach 7,500 more families across Scotland. By providing an accessible national front door to holistic family support services we will alleviate crisis, prevent harm, build long term stability and break the cycle of child poverty.

Our core values guide how each one of us works in our individual day to day job:

- With love, we put children first.
- With purpose, we transform children's lives together.
- With strength, we do whatever it takes to protect Scotland's children.

Diversity Equity and Inclusion

At Children First, we are committed to building a representative, inclusive and authentic workplace open to applications from all sections of society. We believe in the potential of everyone regardless of; sex, race, religion or belief, ethnic origin, ability, family structure, socio-economic background, age, nationality, marital status or civil

partnership, sexual orientation, gender identity, or any other aspect that makes you who you are.

We envision a diverse and inclusive Children First where we cultivate a true sense of belonging and connection for and between our teams, children, young people, families, and communities we work with.

Role Summary

You will play a vital role in the expansion and delivery of our national support line service, which offers practical, financial and emotional support to families through phone calls, webchats, advice and information on our website and in their homes and communities across Scotland.

The Senior Money Advisor will lead the direction, development and quality assurance of Children First's Welfare Benefits and Debt Advice Service. The postholder will provide leadership, supervision and support to a team of advisers, ensuring the delivery of high-quality specialist money, welfare benefits and debt advice that improves outcomes for children, families and communities experiencing poverty and financial hardship.

The role is responsible for ensuring compliance with all statutory and non-statutory Money Advice requirements, maintaining quality standards and supporting continuous service improvement. Alongside leadership responsibilities, the Senior Money Advisor will provide specialist welfare benefits and debt advice, manage complex casework and represent clients where appropriate, ensuring families receive timely, effective and relational support that maximises income and financial wellbeing

Key Results Areas

The Senior Money Advisor will provide leadership, management and oversight of the Welfare Benefits and Debt Advice Team, ensuring services are delivered to a consistently high standard and in line with Children First values, policies and the Scottish National Standards for Information and Advice Providers. They will supervise and support advisers through regular supervision, annual development reviews, case consultation and professional guidance, fostering a culture of reflective practice, learning and continuous improvement.

The postholder will maintain expert knowledge of welfare benefits, debt legislation, social security systems and advice sector developments, ensuring staff receive accurate guidance and support. They will oversee the effective administration of case management systems, monitor service quality and compliance, undertake regular case file reviews and implement corrective actions where required.

The Senior Money Advisor will carry a small caseload of complex welfare benefits and

debt cases, providing specialist advice and representation where appropriate, including Social Security appeals up to and including the Upper Tribunal. They will support families experiencing financial hardship through income maximisation, debt management, housing-related debt issues and negotiation with statutory agencies and creditors to achieve positive outcomes.

Working collaboratively across Children First and with external partners, the postholder will promote the service, contribute to partnership working and support the development and delivery of training, briefings and awareness-raising activities. They will produce reports, analyse service data and contribute to service development, ensuring Children First continues to provide effective, accessible and impactful financial wellbeing support to families across Scotland.

The postholder will ensure that children, young people and families receive timely and appropriate support, with children's safety, wellbeing and rights at the centre of decision-making and service delivery. Occasional evening or out-of-hours work may be required

What We're looking for

We are looking for an experienced and values-driven leader with a strong background in welfare benefits and debt advice who is passionate about reducing child poverty and improving outcomes for children and families. You will bring excellent people management and coaching skills, alongside the ability to build trusting relationships with colleagues, families and partner organisations.

You will demonstrate sound professional judgement, a commitment to high-quality advice practice and an ability to support others to achieve excellent outcomes. You will be confident leading through change, maintaining compliance and quality standards, and ensuring services remain responsive to the needs of families experiencing financial hardship. Above all, you will share Children First's commitment to relational practice and to putting children at the heart of everything we do.

What You'll Get from Us

- A workplace with values of *with love, with purpose and with strength*
- 40 days annual leave, inclusive of bank holidays
- Pension scheme and wellbeing support
- Flexible and hybrid working arrangements
- Access to Westfield Health, giving colleagues and their families confidential counselling support, well-being resources, and access to health and lifestyle benefits to support physical and mental wellbeing.
- Blue Light card discount
- A *Fair Work* accredited workplace

Corporate Responsibility

- Be committed and adhere to Children First vision, mission and values.
- Comply with Children First Safeguarding policies and procedures.
- Comply with Children First Code of Conduct and any relevant professional standards relating to the role.
- Actively consider the involvement of children, young people and families with whom we work, in all areas of practice and to implement the Children First Participation Standards.
- Actively consider the involvement of volunteers in all areas of our work and implementing the Children First Volunteer Development Policy.
- Observe all health and safety requirements.
- Work within and promote policies in relation to Diversity Equity and Inclusion and anti-discriminatory practices.
- Undertake any other reasonably required duties as instructed by line manager or someone acting on their behalf, in addition to the role specific responsibilities detailed below.

Need to Have	Need to Show	Need to Know	Need to Be	Core Values
Extensive experience providing welfare benefits and money advice to at least Type II standard. Experience of managing staff and supporting professional development. Experience of delivering training and developing adviser knowledge. Experience of partnership working with internal and external stakeholders.	Leadership and people management skills. Ability to coach, supervise and motivate staff. Strong communication, negotiation and advocacy skills. Ability to analyse information, make sound decisions and manage competing priorities. Ability to produce clear reports and use case management systems effectively.	Welfare benefits, debt advice and income maximisation. Scottish National Standards for Advice Providers. Social Security legislation, Universal Credit, Housing Benefit and Council Tax systems. Financial hardship and poverty issues affecting families in Scotland. Service quality assurance and compliance requirements.	Flexible and adaptable. Committed to relational practice and continuous improvement. Confident building credible professional relationships. Committed to supporting children and families experiencing poverty and disadvantage. Able and willing to travel as required.	With Love, we put children first. With Purpose, we transform children's lives together. With Strength, we do whatever it takes to protect Scotland's children.

Desirable

- Completion of Money Advice Scotland Training to Scottish National Standards Type III level (post-April 2016).
- Experience of representing clients at tribunal level.
- Advanced knowledge of welfare rights, debt solutions and financial capability support.
- Experience managing advice service quality and compliance frameworks.