

Money Advice Service - Job Opportunities Information Pack

Contents

Introduction.....	2
About Edinburgh Food Project.....	3
Strategic Objectives and Activities.....	4
The Application Process – For All Posts.....	5
Part Time/Flexible/Remote Working.....	5
Entitlement to work in the UK.....	5
Employee Benefits.....	6
Senior Adviser.....	7
Welfare Rights Adviser.....	7
Support Officer.....	9

Introduction

Edinburgh Food Project has been going through a rapid period of change as the need for our foodbanks and our Money Advice Service continues to grow.

The Money Advice Service is a free, impartial and confidential service that is tailored to meet the needs of our clients and provides specialist advice and holistic support with:

- Personal Debt and money
- Applying for benefits
- Budgeting
- Welfare rights
- Energy advice
- Employability
- Accessing mental health and wellbeing services
- Applying for grants
- Foodbank referrals

Last year our foodbanks supported over **6,000 people**, and our Money Advice Service helped people access **£405,850 in financial gains** by supporting them with their benefits, debts, and budgeting.

We have now received two-year funding from the Trussell Trust to expand the Money Advice Service into new areas of Edinburgh, and to collaborate with other Edinburgh foodbanks to reach even more people.

We are now recruiting for **six brand new, two-year fixed-term posts** to join our team and help us work towards our vision to **end the need for foodbanks** and **achieve life changing outcomes** for the people we support. These posts will work across all areas in Edinburgh, including with our foodbank colleagues in the North East and South East of the city.

The new posts:

1 x Senior Adviser	£30,408 - £33,978
4 x Welfare Rights Advisers	£26,838 - £30,408
1 x Support Officer	£24,637 - £26,838

This round of recruitment is for 1x Support Officer and 3x Welfare Rights Advisers.

Successful candidates would be joining an established and dedicated team of 10 Money Advice staff within a forward-thinking and supportive organisation.

New team members will be given CPAG training as part of a comprehensive induction process and will benefit from the support of our existing team who all have a high level of experience and expertise.

We welcome applications from people who would like to be considered for more than one of the new posts.

About Edinburgh Food Project

Edinburgh Food Project is within a period of rapid change as we work towards a future without the need for foodbanks.

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 foodbanks 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 foodbank 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 foodbank centres, make referrals and signpost to other sources or help, and work with partners on delivering additional community activities.

CHANGE

To advocate for societal change

We add our voice to campaigns by the Poverty Alliance, Trussell Trust, Joseph Rowntree Foundation and others, share our learning and data, and lead by example as an employer.

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

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

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

“You have no idea what a help this is.”

The Application Process – For All Posts

Application deadline: Monday 10 June 2024 9:00am

Interview dates: w/c 17 June 2024

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 one or two small tasks to complete in advance that will be relevant to the job.

To apply: Please read the pack carefully and 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** (12 pt font or higher) telling us how you meet the Person Specification and why you are interested in working at Edinburgh Food Project.
Please indicate which opportunity/opportunities you are interested in being considered for.

Please also complete our [Equality and Diversity monitoring form](#)

Part Time/Flexible/Remote Working

The Money Advice Team operate hybrid working, with a mixture of working remotely from home, in-person at our offices in Broomhouse and Craigmillar, and at our foodbank centres and outreach venues.

Edinburgh Food Project recognises the importance of a healthy work-life balance and encourages flexible working to meet the needs of the post and post-holder. Requests for part-time working, job shares, and adjusted hours will be fairly considered and met where possible.

Entitlement to work in the UK

Any 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.

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

- 45p per mile paid for business travel

Learning

- Learning budget for training courses and conferences

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 4 weeks half pay thereafter
- Access to Edinburgh Bicycle Coop's Bike to Work Scheme
- Unlimited mental health consultations (for mild to moderate conditions), lifestyle coaching and wellbeing assessments

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



Welfare Rights Adviser

Job title:	Welfare Rights Adviser
Reporting to:	Senior MAS Adviser
Direct Line Reports:	None
Contract type:	Two-year fixed term contract
Hours:	37.5 hours per week
Work pattern:	Monday – Friday 09:00 – 17:00
Salary:	£26,838 - £30,408
Location:	New Lairdship, Broomhouse Road, Edinburgh, EH11 3UY (Hybrid)

Job Description

Purpose of Role

Working within the Money Advice Service, the Senior MAS Adviser supports clients with a range of debt and welfare rights issues, providing advice and information in person, via email and on the phone.

This includes:

- Using independent information sources and internal tools to provide holistic debt and benefits advice, reviewing and translating complex information to clients to ensure they understand the options available to them
- Delivering advice on a wide range of topics, such as debt, housing and welfare, in line with the Scottish National Standards
- Analysing, interpreting and recording information to the required quality standards

Responsibilities

1. Advice Work and Support

- Deliver advice and support to individuals and families who are using a foodbank or have used a foodbank in the past
- Attend foodbank sessions to provide in-person advice and engage new clients
- Deliver advice remotely by phone and email
- Ensure accurate information and advice is given
- Assist in audit processes
- Attend training relevant to the Financial Inclusion sector to ensure knowledge and understanding of current legislation is up to date

2. Case Management

- Carry a specialist case load and deliver ongoing support to clients
- Manage referrals to external agencies and partner organisations

3. Project Reporting and Statistics

- Ensure that accurate, legible and comprehensive case records are kept (in line with FCA and SNS)
- Ensure that accurate statistics are available for reports as required

4. Other duties

- Take responsibility for maintaining records and completing reports on work and activities as required for funders and auditors
- Adhere to the policies and procedures of Edinburgh Food Project
- Any other reasonable tasks as requested by the senior management team

Person Specification

Essential criteria

1. Experience working in advice delivery, in a paid or voluntary capacity
2. Ability to empathise with clients who have complex needs and are experiencing poverty
3. Good critical thinking and research skills
4. Good interpersonal skills and case recording ability
5. Ability to establish and maintain good relationships with EFP staff, volunteers and partner agencies
6. Ability to communicate effectively with third parties on behalf of the client
7. Ability to work independently, under pressure, and with limited resources when required
8. Excellent communication and IT skills
9. Ability to prioritise weekly/daily workload, including referrals, to meet the needs of clients
10. An understanding of Data Protection and GDPR responsibilities

Desirable Criteria

11. Experience of delivering advice in the key areas of welfare rights, benefits and/or debt (up to Type 3 of Scottish National Standards)
12. Experience and understanding of the voluntary sector
13. Experience in working effectively in outreach settings
14. Demonstrable commitment to the aims and principles of Edinburgh Food Project
15. A valid driving licence and access to a vehicle

Support Officer

Job title:	Support Officer
Reporting to:	Senior MAS Adviser
Direct Line Reports:	None
Contract Type:	Two-year fixed term contract
Hours:	37.5 hours
Work Pattern:	Monday – Friday 09:00-17:00
Salary:	£24,637 - £26,838
Location:	New Lairdship Yards, Broomhouse Road, Edinburgh, EH11 3UY (Hybrid)

Job Description

Purpose of Role

The role of the Support Officer within the Money Advice Team is to support clients who contact the office by email or telephone, offering them initial advice and support with welfare benefits, money management and emergency food, and referring to other organisations. In addition, the role involves general administrative tasks such as responding to emails and messages, creating client records, and arranging appointments with Advisers.

Responsibilities and Duties

1. Advice work and support

- Triage people referred to the foodbank via Scottish Welfare Fund, and those who contact EFP directly, including information gathering, benefit checks, referrals for energy support and emergency food
- Signpost people to external agencies and partner organisations
- Create client records using Advice Pro, including verifying client information for accuracy and make amendments when necessary, ensuring people are aware of how their data is stored and used (GDPR)
- Form completion with clients – for example Social Welfare Fund crisis and community grants
- Attend training relevant to the post

2. Admin support

- Create debt packs to be sent to people, including creating template letters and ensuring documents are accurate and up to date and completion of income and expenditure forms
- Scan and record letters received for advisers ensuring information is stored securely on Advice Pro
- Take minutes at team meetings

- Collate statistical data
- Collate case studies of client success stories

3. Other duties

- Adhere to the policies and procedures of Edinburgh Food Project
- Any other reasonable tasks as requested by the senior management team

Person Specification

Essential criteria

1. Experience working in a fast-paced and demanding environment
2. Ability to empathise with, and build rapport with, clients from diverse backgrounds who are experiencing complex needs, including poverty
3. Strong critical thinking and problem-solving skills
4. Excellent communication and interpersonal skills, both written and verbal, including the ability to record case notes accurately and concisely
5. Ability to build and maintain positive relationships with EFP staff, volunteers, and partner agencies
6. Ability to work independently and under pressure, with limited resources when necessary
7. Excellent proficiency in Microsoft Office Suite and other relevant software
8. Ability to prioritise and manage workload effectively, including referrals, to meet the needs of clients
9. Understanding of and commitment to Data Protection and GDPR principles and practices

Desirable Criteria

10. Experience in advice delivery (benefits and/or debt), in a paid or voluntary capacity
11. Experience and understanding of the voluntary sector
12. Demonstrable commitment to the aims and principles of Edinburgh Food Project