

Recruitment Pack

Administrator



**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 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.



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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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Name of role

Location: Falkirk

Hours: 20 hours per week

Salary: £29600 - £34042 (pro rata for part time)

Reports to: Regional Co-ordinator

About One Parent Families Scotland

One Parent Families Scotland (OPFS) is the national organisation for single parent families in Scotland. Founded in 1944, we support and empower single parents and their children by providing trusted advice and information, helping parents move into training, employment and education, and strengthening family wellbeing.

We work directly with families across Scotland, including Dundee, Glasgow, Edinburgh, North Lanarkshire and Falkirk. We reach families nationally through our multi-channel advice line, our FCA regulated Debt Advice Service, and digital tools including My Life and Me, the Budget and Debt Planner and the Single Parent Forum.

The families we work with face some of the deepest and most persistent poverty in Scotland. Around 250,000 children, a quarter of all children in the country, live in a single parent family. Almost a third of these children are growing up in poverty. Over 90% of single parent households are headed by women.

A single parent is usually both the sole carer and the sole earner, so a setback in one part of family life quickly affects the whole household. Our work is shaped by that reality, and by our values of trust, equity, justice, collaboration and compassion. We are an Investors in People Gold employer, committed to being an equal opportunity and family friendly organisation.



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About Weave partnership

Weave is a new whole family support partnership, funded through the Scottish Government's Whole Family Support Third Sector Delivery Fund. OPFS is the lead partner and accountable body, working with Relationships Scotland and its member services, Families Outside and Fife Gingerbread. The Scottish Poverty and Inequality Research Unit (SPIRU) will be the learning and evaluation partner.

The partnership is built on a straightforward principle: a single parent family should never have to repeat their story, be passed between disconnected services or be told that someone else deals with that part of their life. Our My Life and Me framework ensures this doesn't happen.

My Life and Me is a strengths based, trauma informed framework, co-designed with 300 single parents and refined through more than 2,000 family interactions. It maps every dimension of a family's life across six connected domains: **money**, **work and training**, **home**, **relationships**, **children** and **health and wellbeing**.

Whatever door a family comes through, they join the same journey, with one shared plan built around a trusted relationship and what matters most to them. The partnership works through a hub and spoke model across Scotland and prioritises income stability first, so that a family is supported as a whole, rather than in separate parts. This is the 'no wrong door' approach at the centre of the programme.

About the role

The post holder is responsible to the Regional Co-ordinator for the administration and facilities functions of OPFS Falkirk Service.



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Key responsibilities

- **Reception:** Meeting and greeting visitors, dealing with walk-in enquiries, deliveries and suppliers. Answering the phones, signposting referrals and responding to the generic OPFS email.
- **Administration:** Ensuring effective and efficient administration for OPFS Falkirk. Processing referrals and ensuring the database/Salesforce system is accurately maintained. Liaising with managers and staff to collect information related to service delivery reporting and performance. Providing administrative support for the Regional Co-ordinator. Maintaining document storage in line with OPFS data retention policy and procedures, arranging confidential destruction and archiving as appropriate.
- **Properties:** Ensuring the smooth operation of the premises in terms of repairs and regular Planned Preventative Maintenance. Assisting the Regional Co-ordinator and team with arranging any reorganisation of office space, including any necessary wiring, IT requirements, heating, lighting and other utilities including redecoration, required flooring and furniture needs.
- **Health & Safety:** Assisting the Regional Co-ordinator in ensuring that the Falkirk premises are compliant in all aspects of health and safety regulations. Acting as the designated fire warden, ensuring appropriate training and drills are performed and documented regularly, and acting as a First Aider for Falkirk Service.
- **Personnel:** Maintaining accurate and secure records for all staff employed by OPFS Falkirk, ensuring that a complete and up-to-date record is kept for all absence, leave and contact details for Falkirk staff in paper form and electronically, with information passed to OPFS HQ as required.
- **Recruitment:** Supporting the Regional Co-ordinator and working in partnership with OPFS HQ. This will include collation of all relevant information on the role, job description, etc. Supporting the production of documents as required by the interview panel, setting up interview space, including any IT equipment required for interviews, and co-ordinating induction programmes for new staff as appropriate to their role.
- **IT:** Acting as the main internal contact and support for staff with simple IT issues, advising on appropriate external support as required. Ensuring all IT equipment and software at Falkirk is fit for purpose, liaising with HQ on IT issues. Administering OPFS SharePoint and assisting staff.
- **Event, meeting and conference organisation:** Providing administrative functions for meetings, including arranging rooms, invitations and minute taking. Co-ordinating OPFS events, working in partnership with HQ to arrange appropriate publicity, adequate space and appropriate refreshments.
- Any other duties relevant to the post or organisation as requested by the OPFS Directorate.



Personal specification

Essential skills and experience

- Qualifications: Relevant qualification to HNC level or equivalent relevant experience.
- Demonstrable experience of working in a busy office
- Excellent IT skills and good working knowledge of Microsoft systems
- Self-motivated
- Good organisational skills
- Good interpersonal and communication skills
- Commitment to continuous professional development

Desirable

- Experience of working in the Third Sector
- Understanding of single parent challenges
- Driving licence and access to a car



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Terms and conditions

Application deadline: Monday 5 October

Confirmation of appointment: Funded until 31st March 2027 with the possibility of further extension dependent on funding. Confirmation of appointment is subject to satisfactory completion of a 3-month probationary period, two references and a PVG check.

Salary: £29600 - £34042

Hours of work: 20 hours per week

Holidays: Annual leave entitlement is 25 days and 12 public holidays (pro rata for 20 hours).

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.



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