

Recruitment Pack

Data and Insights Officer



**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

Post: Data and Insights Officer

Hours: 35 hours per week

Salary: £34,647 to £40,147

Location: Edinburgh

Reports to: Business Development Manager

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 Data & Insights Officer plays an important part in helping OPFS understand, demonstrate and improve the difference it makes for single parent families, using data and insight to support improved outcomes for parents, children and families.

The postholder will have a central role in supporting the Weave Partnership to evidence progress against agreed milestones, outcomes and learning requirements. They will help develop and maintain a shared monitoring, evaluation and learning framework across the partnership, ensuring that data on activity, reach, referrals, outcomes, partnership working and family experience is collected consistently and used to inform governance, delivery, improvement and reporting. Working with OPFS colleagues, Weave partners, SPIRU and Scottish Government, they will translate data and qualitative evidence into clear insight that demonstrates the impact of OPFS MLAM Whole Family Support for single parent families, particularly those on low incomes and those experiencing multiple or intersecting disadvantages.



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Key responsibilities

- Develop and maintain a shared monitoring, evaluation and learning framework for the Weave Partnership, designed around MLAM and Whole Family Support outcomes.
- Translate Weave milestones into practical indicators, data collection tools and reporting arrangements for use across participating partner organisations.
- Collate and analyse partnership data to evidence reach, engagement, referral pathways, service access, family outcomes and learning across local authority areas and national delivery channels.
- Provide regular insight reports for OPFS Weave leadership structures, highlighting progress, risks, gaps, inequalities and opportunities for improvement.
- Support partners to evidence whether support is reaching low-income single parent families and families at highest risk of poverty, including those experiencing multiple and intersecting disadvantages.
- Analyse evidence on access to financial inclusion, childcare, employability, education, training and other forms of holistic Whole Family Support.
- Support the implementation of MLAM by helping partners capture, interpret and report outcomes in a consistent and meaningful way.
- Work with partners and SPIRU to produce monitoring, evaluation and learning outputs that demonstrate outcomes achieved, lessons learned and opportunities for wider application of the model.
- Gather and synthesise qualitative insight, family feedback and case study learning ethically and proportionately.
- Share evidence and learning with OPFS, Weave partners, Scottish Government and relevant networks to support continuous improvement and wider system learning.

Analysis and Insight

- Analyse data to identify trends and key messages.
- Turn information into clear, accessible insights that can be understood and used by a range of audiences.
- Share learning with OPFS colleagues, Weave partners and SPIRU, ensuring that externally generated insights are understood, integrated into practice and used to support service improvement and informed decision-making.
- Identify themes and learning across different services, projects and partnerships.
- Work across the Weave Partnership to support shared understanding and evaluation of data across the partnership as a whole.
- Contribute to a culture of learning, reflection and continuous improvement.



Impact Measurement and Reporting

- Provide data, analysis and summaries to support reporting to funders, partners and senior leaders.
- Support the development and use of meaningful measures of outcomes and impact.
- Work with colleagues to ensure reports are supported by accurate data and evidence.
- Help colleagues understand and use data effectively in reporting and planning.
- Contribute to communicating the impact of OPFS's work in clear and compelling ways.

Systems Improvement and Strategic Support

- Support the development and improvement of systems and processes for collecting, analysing and reporting information.
- Identify opportunities to make data-related processes simpler, more effective and more efficient.
- Support the effective use of databases and reporting systems
- Keep up to date with developments in data, evaluation and impact measurement.
- Share insights and learning that help shape organisational planning and future improvement.

Organisational Contribution

- Promote OPFS values of justice, equity, trust, collaboration and compassion.
- Contribute to wider organisational developments and projects.
- Undertake any other duties appropriate to the role.

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. It is recognised that jobs change and evolve over time

To give yourself the best possible chance of being shortlisted, please use your covering letter to clearly demonstrate how your skills, experience and strengths meet the job responsibilities and person specifications.



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Personal specification

Essential skills and experience

- Two years minimum recent officer experience of working within third sector e.g. Whole family support, housing, health, recruitment, education etc. areas or the ability show a clear understanding of these areas through relevant experience.
- Qualifications or skills and experience to SCQF Level 8 including, for example, Diploma of Higher Education, Higher National Diploma, Advanced Diploma, Professional Development Award
- A commitment to OPFS's mission, values and approach to supporting single parent families.
- A collaborative and inclusive approach to working with others.
- Curiosity about how data and evidence can be used to improve services and outcomes.
- A proactive and solution focused approach to work.
- Ability to analyse and interpret data and identify meaningful patterns, trends and insights.
- Strong attention to detail and accuracy.
- Ability to work with others to review and improve systems and processes.
- Experience of collecting, managing, analysing and reporting data or information using spreadsheets, databases or other data systems.
- Experience of presenting data in accessible ways, including through dashboards, visualisations or other reporting tools.
- Experience of working collaboratively with colleagues or partners to deliver shared pieces of work.

Desirable

- Experience of working with service, programme or project data.
- Experience of monitoring, evaluation and impact reporting, including the use of outcomes or impact measures.
- Experience of using data to support service improvement or organisational decision making.
- Experience of working in the voluntary, community or public sector.



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Terms and conditions

Application deadline: Sunday 4 October 2026

Recruitment timetable: Interviews will be held week commencing 19th October 2026.

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

Salary: £34,647 to £40,147

Hours of work: 35 hours. Fixed term to 31 March 2027 in the first instance, with the intention from Scottish Government to extend to March 2029.

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

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

Please submit your CV and use your covering letter to clearly demonstrate how your skills, experience and strengths meet the job responsibilities and person 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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