Recruitment Pack

Head of Service
Weave - Whole Family Support Partnership

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

One Parent Families Scotland
changing lives, challenging poverty

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 hear 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.

One Parent Families Scotland
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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

Head of Service - Weave Whole Family Support Partnership

Location: Edinburgh/hybrid with regular travel across partner organisations and OPFS delivery areas
Hours: 35 hours per week. Fixed term to 31 March 2027 (with intention from Scottish Government to extend to March 2029)
Salary: £54,899 - £63,135
Reports to: Deputy CEO
Works closely with: CEO, Senior Leadership Team, Finance and Business Development Teams and partner leads through the project steering group
Line management: Project Lead: Weave, National Advice and Information Services Manager and National Financial Inclusion 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 persisten 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.

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

OPFS is the lead partner and accountable body for the Weave Partnership, offering single parent families, and other priority family groups, a single, strengths based plan built around one trusted relationship, on the principle of 'no wrong door'.

We are seeking an exceptional leader to establish and lead this partnership through its first year and to build the foundations of a sustainable multi-year programme. Reporting to the Deputy CEO and serving as a member of the Senior Leadership Team, you will hold the programme together: leading a parity of esteem partnership across four organisations, setting up and overseeing the governance, data and safeguarding arrangements the model depends on, and ensuring OPFS meets its responsibilities as the accountable body.

Working alongside fellow Heads of Service, you will help embed My Life and Me in areas where OPFS will be developing full-service hubs, and the areas this partnership moves into. This is a pivotal, values led role at the heart of our mission to strengthen the wellbeing of single parent families.

Alongside this, you will be responsible for oversight of the further development and delivery of our national Advice and Information and Debt services, as stand alone provisions, but also integrated into this partnership approach as part of OPFS delivery.

Key responsibilities

Partnership leadership and governance

- Lead the Weave partnership, holding the four delivery partners and the learning partner to a shared vision, plan and set of values, on a basis of parity of esteem.
- Chair or service the programme steering group and operational leads group, ensuring clear decision-making, escalation and reporting between partners and to OPFS.
- Build and sustain trusting relationships across partner organisations, resolving tensions constructively and keeping families at the centre.
- Act as the main contact with Scottish Government officials on delivery, in support of the CEO and Deputy CEO.
- Support the finalisation and operation of the Partnership Agreement, including governance, partner roles and shared identity.
- As a member of the OPFS Senior Leadership Team, work with fellow Heads of Services to embed My Life and Me across OPFS, supporting the implementation and roll out of the work to develop full service hubs and outreach into spoke areas.

Programme delivery and mobilisation

- Lead year one mobilisation: sequence and deliver the development and delivery phases, adjusting for the confirmed start date.
- Establish the My Life and Me model in practice, including the shared plan, the single minimum dataset, warm handover and referral protocols and the 'no wrong door' approach.
- Oversee outreach and spoke area arrangements, including onward granting to outreach partners with appropriate due diligence.
- Drive delivery against milestones, deliverables and the critical path, and lead the first STOP Check and subsequent reviews.
- Monitor and report on overal programme performance, ensuring that agreed outcomes, outputs, KPIs and milestones are achieved and appropriate support is provided where performance is not meeting agreed expectations.
- Ensure the full year one allocation is deployed effectively and delivers meaningful volume within the available window.

Accountable body, finance and compliance

- With the Finance and Business Development teams, ensure sound financial management, cost codes, reporting and compliance with grant conditions.
- Ensure funds are distributed to partners and outreach organisations in line with the agreed budget and grant terms, with any variance identified and managed early.
- Ensure data protection (joint controller arrangements, information sharing agreement and DPIA), safeguarding (cross partner protocol, PVG, designated leads) and insurance requirements are met before delivery begins.
- Lead the case-making for continuation of funding from the start of year one, working with the Deputy CEO and Business Development.

People, practice and culture

- Lead the recruitment, induction and support of the programme team, working with HR on a consistent employment approach across partners.
- Line manage the Project Lead: Weave, National Advice and Information Services Manager and National Financial Inclusion Manager and provide leadership to the wider partnership workforce.
- Champion a psychologically safe, inclusive and trauma informed culture that reflects OPFS values of trust, equity, justice, collaboration and compassion.
- Embed co-production and lived experience, ensuring single parents and experts by experience shape the service, with fair payment and support.

Evidence, learning and influence

- Work with SPIRU to embed outcomes based evaluation and real time learning, linked to the My Life and Me domains.
- Use evidence to improve delivery, demonstrate impact and inform the case for continued funding.
- Contribute to OPFS's influencing and policy work on whole family support and child poverty and share learning across OPFS, the partnership and sector.

National advice, debt and welfare rights services

- Provide startegic leadership for OPFS's National Advice and Information, Debt and Welfare Rights Services, ensuring high quality, accessible and person centred provision, effective performance management, workforce development, quality assurance and compliance.
- Lead the continued development of these services while identifying opportunities to integrate relevant expertise and pathways into the Weave whole family support model.
- Ensure learning, data and intelligence from national advice and debt services inform OPFS service development, policy and influencing work and the wider Weave approach.

Personal specification

Essential skills and experience

- Proven senior leadership experience in family, community or social support services, including leading delivery through others.
- Demonstrable experience of leading and managing people and services, including performance management, workforce development, managing capacity and workload and ensuring high quality and consistent service delivery.
- Experience of overseeing frontline or specialist services, including quality assurance, risk management, case management and compliance with relevant professional and regulatory requirements.
- Demonstrable experience of leading or coordinating multi-agency or partnership working, ideally on a parity of esteem basis.
- Experience of mobilising new services or programmes at pace, including recruitment and setting up systems and governance.
- Sound understanding of grant-funded delivery, budgets and financial and performance reporting, ideally in an accountable body or lead partner context.
- Working knowledge of safeguarding, data protection and information sharing in a multi-partner setting.
- Commitment to co-production and lived experience, and to equalities and intersectional practice.
- Understanding of the issues facing single parent families and priority family groups, and of whole family support approaches.
- Excellent relationship building, communication and negotiation skills across internal and external stakeholders.
- Ability to work independently, hold ambiguity and lead through a period of change and uncertainty, including on continuation funding.
- Ability to manage competing priorities and complex situations, make sound decisions and maintain strategic oversight while responding flexibly to changing circumstances.

Desirable

- Knowledge of the Scottish policy landscape on child poverty, families and whole family support (e.g. GIRFEC and The Promise).
- Experience of working with, or reporting to, the Scottish Government or other public funders.
- Relevant qualification (SCQF Level 9 or 10 and above) or equivalent professional experience.

Terms & conditions

Application deadline: midnight on 29 September 2026

Confirmation of appointment: Subject to satisfactory completion of a three month probationary period, two references and a successful PVG check.

Salary: £54,899 - £63,135

Hours of work: 35 hours per week. Fixed term to 31 March 2027 in the first instance, with intention to extend subject to continuation funding.

Holidays: Annual leave entitlement is 25 days and 12 public holidays.

Pension: You will be auto enrolled in our pension scheme with a 3% contribution from you and a 7% contribution from OPFS.

Training, 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.