Recruitment Pack

Project Lead - North Lanarkshire

25 hours per week
Closing date: Wednesday 18 November 2026, 11:59pm



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



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
changing lives, challenging poverty

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

Project Lead (5 Posts)

Location: North Lanarkshire

Hours: 25 hours per week. Fixed term to 31 March 2027 with intention from Scottish Government to extend to March 2029.

Salary: £34,674 - £40,147 (pro rata for 25 hours, part time)

Reports to: Regional Coordinator / Service Manager

About One Parent Families Scotland

One Parent Families Scotland (OPFS) is the national organisation for single parent families in Scotland. Through our Support for Families services, we empower single parents and their children with 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 also 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.

About the Role

The Project Lead will play a key role in supporting the Regional Coordinator / Service Manager with the day-to-day management, coordination and delivery of the OPFS local service.

The postholder will provide operational leadership and support to the service team, helping to ensure high-quality, person-centred and effective support is provided to single parents, children and families.

The Project Lead will support the delivery of the Whole Family Support Third Sector Delivery Fund, working alongside families to address the issues that matter most to them and contributing to improved outcomes for parents, children and families.

Working within the OPFS My Life and Me framework, the Project Lead will support a strengths-based, trauma-informed and whole-family approach. They will help ensure families receive coordinated support based on their individual circumstances, strengths, priorities and aspirations.

The Project Lead will support staff practice, workforce development, quality assurance, performance monitoring and service improvement. They will work closely with colleagues and partners to develop effective pathways and ensure families can access the appropriate support from OPFS and other services.

The postholder will provide day-to-day supervision, guidance and support to staff and relevant colleagues as delegated and will deputise for the Regional Coordinator / Service Manager when required.

The role will contribute to the development of local whole-family support approaches and to the wider OPFS ambition that families experience a "no wrong door" approach, where they can access coordinated support without having to repeatedly tell their story.

Working within the My Life and Me framework, the postholder will provide operational leadership, support and supervision to staff, ensure high-quality service delivery and undertake quality assurance activities. The Project Lead will be expected to deputise for the Regional Coordinator / Service Manager when required.

My Life and Me

Our work is guided by the six My Life and Me priority areas:

- **Money**
- **Health & Wellbeing**
- **Home**
- **Work, Education & Training**
- **Children**
- **Relationships**

My Life and Me provides a holistic framework for understanding the different areas of family life and supporting families to identify what matters most to them. Through a person centred, strengths-based approach and guided by our organisational values, we work alongside families to:

- **Involve** them in shaping the support they receive
- **Strengthen** their skills, confidence and resilience
- **Support** them to achieve their goals and aspirations
- **Influence** positive change in their lives and communities
- **Challenge** the barriers and inequalities that impact them

Support across local services may include individual and family support, group work, information and advice, income maximisation, employability and learning support, parenting and family activities, wellbeing support, advocacy, community engagement and signposting or referral to appropriate specialist services.

Key responsibilities

Operational leadership and service delivery

- Support the Regional Coordinator / Service Manager with the day-to-day management, coordination and delivery of the local service.
- Coordinate agreed aspects of service delivery, ensuring support is accessible, responsive, person-centred and delivered in line with OPFS values, policies and quality standards.
- Support the effective allocation and management of workload, staffing capacity and resources.
- Monitor service activity, performance and outcomes, ensuring accurate recording and reporting and delivery against agreed targets, milestones and funding requirements.
- Support operational decision-making and deputise for the Regional Coordinator / Service Manager when required.
- Support the implementation and delivery of new programmes, projects and initiatives and respond to emerging local needs.

Staff supervision and support

- Provide day-to-day supervision and support to staff and any other relevant colleagues (i.e. volunteers, sessional staff and students).
- Conduct regular support and supervision meetings as delegated by the Regional Coordinator / Service Manager.
- Assist with staff induction, training, mentoring and ongoing professional development.
- Promote reflective practice and a positive team culture.
- Support staff wellbeing and encourage collaborative working across the service and wider organisation.

Quality assurance and performance

- Support monitoring, evaluation and quality assurance activities including reviewing case records, support plans and outcomes where appropriate.
- Monitor progress against agreed outcomes, targets and performance indicators and contribute to funder, management and stakeholder reporting.
- Identify service gaps, emerging needs and areas for improvement and support the implementation of actions arising from monitoring, evaluation and service reviews.
- Ensure safeguarding, confidentiality, data protection and information-sharing procedures are consistently applied.

Key responsibilities (continued)

Partnership working and community engagement

- Develop and maintain positive working relationships with a wide range of partners including third sector organisations, community organisations, statutory agencies, health, education and employability services.
- Represent OPFS at local meetings, networks and partnership forums as delegated.
- Support effective referral and partnership pathways and promote OPFS services to ensure families can access appropriate support.
- Support community engagement and outreach activity, particularly to reach families who may experience barriers to accessing services.

Support and casework oversight

- Provide guidance and support to staff working with families experiencing complex issues.
- Contribute to service delivery by providing advice to parents, families and practitioners through a variety of channels.
- Support staff to deliver strengths-based and trauma-informed approaches.
- Ensure families can access the full range of OPFS services and external support available.

Service development

- Contribute to service planning and development activities.
- Support consultation, participation and co-production activities involving parents.
- Assist with funding reports, service reviews and development opportunities.
- Promote innovation and continuous improvement across the service.

Premises, health & safety and safeguarding

- Support the Regional Coordinator / Service Manager in maintaining safe and welcoming service environments.
- Ensure risk assessments, health and safety procedures, fire safety and safeguarding responsibilities are implemented.
- Assist with premises management and business continuity arrangements as required.

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.

Personal specification

Essential skills and experience

- Experience of working with families, children, parents or communities within a support, community, social care or third sector setting.
- Experience of coordinating or supporting the delivery of services or projects, including monitoring outcomes and maintaining accurate records.
- Experience of supervising, mentoring, coordinating or supporting staff or other relevant colleagues.
- Experience of partnership working and multi-agency collaboration.
- Experience of working with people experiencing poverty, inequality, disadvantage or multiple barriers.

Knowledge

- Understanding of the challenges facing single parent families and children and the impact of poverty, inequality and social exclusion.
- Knowledge of whole-family, strengths based, trauma informed and person centred approaches.
- Understanding of safeguarding and child protection responsibilities.
- Understanding of co-production, participation and the importance of lived experience in service delivery.
- Understanding of effective partnership working in supporting families with multiple or interconnected needs.

Skills and abilities

- Strong communication and interpersonal skills.
- Ability to motivate and support staff and other relevant colleagues.
- Good organisational and planning skills.
- Ability to manage competing priorities and deadlines and work independently.
- Competent IT skills including Microsoft Office and case management systems.
- Ability to analyse information and contribute to service improvement.
- Full driving licence and access to a vehicle.

Desirable

- Relevant qualification in Social Care, Community Development, Health & Social Care, Youth Work, Management or a related field.
- Experience of line management.
- Experience of working within the third sector.
- Experience of delivering whole-family support.
- Knowledge of local services and support networks relevant to families.
- Experience of community development, outreach or community engagement.
- Knowledge of the Scottish policy context relating to child poverty, families and whole-family support.

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 specifications.

Terms and conditions

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

Salary: £34,674 - £40,147 (pro rata for 25 hours)

Hours of work: 25 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

Recruitment timetable: The closing date for applications is **Wednesday 18 November 11:59pm.**

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