



Information for applicants

Post: Advice and Information Officer

Date: August / September 2026

This pack will provide all the information that you need to apply for the above role, including the job description, terms and conditions, how to apply and the details of the recruitment process. You can use the contents below to link directly to each section or scroll down to read the full pack.

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1. Children in Scotland

About us

Children in Scotland is a welcoming and dynamic charity that amplifies the voices, views and experiences of our members and children, families and professionals across Scotland. We achieve this through direct services, meaningful participation, policy work, inspiring communications and sector-leading events and learning opportunities.

We are a vibrant and inclusive community of dedicated individuals and organisations who use our skills and passion to bring evidence-based and fresh thinking together, with one shared aim of giving all children in Scotland an equal chance to flourish.

We are stronger together in driving lasting impact for Scotland's children.

a) Vision and Values

Our Vision

All children in Scotland have an equal chance to flourish.

Our Strategic Priorities

As an organisation, Children in Scotland has six main strategic priorities. These are outlined below. In your role you will contribute to all six of these.

- Making sure that children and young people's views will be listened to, taken seriously and acted upon
- Delivering quality services that support children, young people, parents, carers and professionals
- Maintaining and building on a strong and effective network with a vibrant membership at its core
- Leading and developing the children's sector workforce
- Influencing policymakers to deliver on our Manifesto priorities
- Being an environmentally and financially sustainable organisation

More information can be found at childreninscotland.org.uk

Our values

Our values set out Children in Scotland's beliefs and qualities. They have been shaped by our staff, board, children and young people in our advisory group Changing our World, and our members. We use them to guide how we work and as a way of keeping us accountable.

Strengthening equality, diversity and inclusion is an overarching commitment that informs all our values.

- **Brave**
We are champions of children's rights. We take a lead in empowering children and young people and improving lives. We do this with creativity and determination.

- **Open and fair**
We are committed to accessibility and honesty. We share our learning, evidence and new ideas. Integrity, balance and respect underpin everything we do.
- **Collaborative**
We believe in inclusion and we work in partnership. The participation of children, young people and their families, our staff, members, the workforce and our wider network inspires us and is central to achieving our vision.
- **Kind**
We care about people and the environment, and the impact our work has on both. Empathy and trust are key in our approach and how we connect with others.

b) Competencies for Children in Scotland

Job descriptions and objectives lay out what needs to be done.

Competencies are skills / behaviours / attributes required for an individual to perform effectively in their role. They lay out how a job should be done.

Our competency framework describes and defines each individual competency and

- Gives clarity on what behaviours and actions will be required, valued and recognised;
- Helps managers and staff plan professional development;
- Encourages consistency across the organisation; and
- Informs recruitment (by setting out what is required of a role-holder).

1. This role: Advice and Information Officer

a) Job Description

About Enquire

Enquire is the Scottish advice service for additional support for learning. We help children, young people, parents, carers and professionals understand children's rights to support in school and early years settings, and work together to get the right support in place.

We do this by:

- Providing easy to understand advice and information about additional support for learning legislation and guidance
- Sharing practical tips to help families and schools work together
- Helping families find local education and support services.

We do this in different ways, including via our helpline, the extensive information and advice on our websites, running free events, and through our social media and newsletter. Our website for children and young people, Reach.scot, helps pupils

understand their rights to feel supported, included, listened to and involved in decisions at school.

Enquire is a partner in the My Rights, My Say service. My Rights, My Say supports children aged 12-15 with additional support needs to exercise their rights to be involved in decisions about their support in school. We also support the Inclusion Ambassadors, a group of children and young people with additional support needs who share their views about education in Scotland.

The Role

As an Advice and Information Officer, you will:

1. Respond to helpline enquiries from parents, carers, professionals and children and young people.
2. Make sure the advice and information we provide is accurate and up to date.
3. Contribute to other areas of the service, including producing and updating information for our publications and website, and taking part in our outreach events.
4. Contribute to service development projects.

Key Responsibilities

1. Operational

- Responding to enquiries to the Enquire helpline by providing in-depth advice and information by telephone, webchat and email on additional support for learning rights and duties.
- Keeping abreast of policy, practice and legislative change relevant to children and young people with additional support needs and their families.
- Contributing to maintenance and updates for our website content.
- Contributing to the delivery of outreach events.
- Contributing to the ongoing development of the service by leading on or participating in development projects.
- Contributing to the upkeep of the Enquire databases and information bank
- Producing and analysing data to share with stakeholders and policymakers
- Supporting Enquire's raising awareness activities as appropriate
- Contributing to the development of the strategic plan and/or service plan, and delivery of the service/team activities.
- Contributing to the creation and management of contracts for external partners and contributors

2. Financial

- Supporting the manager with their financial responsibilities in line with agreed budgets.
- Working with the Manager, Head of Department/Leadership team representative, contributing to income generation opportunities as required.

3. Leadership

- Contributing to and supporting the development and wellbeing of the team and individual staff.
- Representing Enquire on Children in Scotland working groups and meetings as required.
- Contributing to Enquire's support of other Children in Scotland teams and

service/project delivery.

4. Monitoring, evaluation and reporting

- Supporting improvement in our processes and approaches, learning from monitoring and evaluation findings.
- Contributing to internal and external reporting including team, department, Board and funder requirements as required.

5. Internal activities

- Contributing to ensuring Enquire's adherence to Children in Scotland's practices, policies and procedures.
- Contributing to ensuring the principles of equality and diversity are promoted and embedded throughout all organisational activities.
- Engaging with internal communications processes, ensuring colleagues are aware of team / service activities.
- Contributing to the promotion of children and young people's participation and engagement.
- Maintaining awareness of Children in Scotland's policy positions.

6. External activities

- Representing Enquire at external events and meetings
- Developing and maintaining effective working relationships with partners and other key stakeholders.
- Remaining up-to-date on key issues and activities pertinent to Enquire and wider organisation.
- Contributing to external communications as agreed.

7. Other

- This Post will require attendance at some in person meetings.
- This post may also require occasional travel across different areas of Scotland.

Job descriptions do not reflect the complete role and do not provide an exhaustive list of duties. Post holders are expected to carry out other activities that are within the scope of the role.

How the job works

Our helpline is currently open on Mondays, Tuesdays and Thursdays 9:30am – 4:30pm. We provide information and advice about children's rights to get additional support with their learning, helping explain key information and supporting people to work out the best next steps. Our helpline does not do casework, if appropriate we will signpost people to other organisations who can further support them with their next steps.

Each helpline day is broken down into morning and afternoon shifts with a full hour for lunch. You will be ROTA'd to be on the helpline for around 2.5 days out of 4 full working days. Some shifts you will focus on responding to 'live' enquiries by call and webchat as they come in. Other shifts you will focus on 'written' enquiries which may have been sent to us 1-2 weeks prior. And sometimes you may do a mix (e.g. answering live calls but drafting written replies if there are sufficient gaps between incoming calls). After each dealt with enquiry there is time for some data to be recorded before starting a new enquiry.

On Wednesdays the helpline is closed. We use Wednesdays to have team meetings, connect with colleagues, develop our team's collective knowledge, as well as other non-helpline work. An additional half day through the week will also normally be left available for non-helpline work. For example, contributing to outreach work or helping review/draft content for our website.

This post will require working remotely in a private and confidential space, with occasional days in person at the office for meetings and training.

During your induction and training period, your main focus will be:

- going through the induction processes and training which all Children in Scotland employees undertake, and getting to know the staff team
- guided self-study, including listening to and reading through recent real life helpline enquiries, to build knowledge of additional support for learning and our approach

supported training on helpline skills and starting to deal with real helpline enquiries – building up to being able to respond to an average of 5 enquiries on a full helpline day.

b) Criteria

Written in conjunction with the job description, these are the criteria for the post.

They are not in any priority order.

- Experience of providing information and advice in a professional or voluntary role, including application of active listening skills.
- Ability to explain complex information in a clear and concise way (both verbally and in writing).
- Ability to support your and your colleagues' wellbeing whilst providing a busy frontline service.
- An awareness of legislation and policy relevant to additional support for learning in Scotland.
- A commitment to offering a kind and empathetic service, taking account of people's lived experiences and the issues they face.
- A commitment to promoting positive communication and partnership working to help resolve challenging situations.
- A commitment to equality of opportunity and non-discriminatory practice towards children and families.
- Strong IT skills with experience of using a variety of systems such as Outlook, Word and Excel and the ability and interest to learn new systems and processes quickly.

c) Competencies for this post

Our competencies will form the basis for interviews and performance reviews.

[Please follow this link to see the competencies for this role.](#) The document shows the competencies framework, with those levels relevant to this role highlighted in the table.

The first column in the framework (**level 1**) shows what we are all required to do. It applies to all roles.

The second, third and fourth columns (**levels 2, 3 and 4**) set out what additional behaviours are required of some role-holders because of the nature of their job. The columns are cumulative – everyone does the first, some also do the second, some also do the third too and some also do the fourth.

d) Terms and Conditions

Contract:

This is a fixed term contract until 31 July 2027

Salary

Salary is £32,231.88 pro rata per annum. [See detail of our salary structure here.](#)

Hours

You will be employed on a part time basis working 4 days, 28 hours of a 35 hour week. Staff can choose to work their contracted hours between 7am and 7pm, in accordance with our flexitime policy and business need¹. Core business hours are 9am to 5pm, and Children in Scotland's functions must be available between these times.

Annual leave

- 32 days annual leave per full time equivalent staff member including public holidays, plus
- compulsory closure of offices between end of December and start of January each year inclusive (approximately 8 days every year).

Sick leave

Sick pay relates to length of service. Details are available on request.

Pension

Children in Scotland offers a pension scheme which is reviewed by the Board on a triennial basis to ensure the funds are performing well and management costs are reasonable in comparison to the rest of the sector. Employees will be contractually enrolled into this scheme, making a minimum contribution of 3% of their qualifying earnings, with Children in Scotland contributing 6%. These contributions are subject to review by the Board. Employees may opt out of this contractual enrolment at any time by notifying the Finance Manager. Children in Scotland operate a salary exchange for pension scheme and staff can elect to join this should they wish to.

Criminal Convictions

All interviewees are requested to complete a Self-Disclosure statement. Appointment to the post is subject to a satisfactory Disclosure certificate (Level 1) being issued by Disclosure Scotland (and/or similar document by relevant overseas authority). Continuing employment will be subject to satisfactory Disclosure certificates being issued by Disclosure Scotland every three years following the appointment. Where the contents of a Disclosure certificate (or similar document) are not satisfactory, Children in Scotland reserve the right to withdraw the offer of employment/terminate employment. Children in Scotland will regularly assess the post in relation to the level of Disclosure Scotland certificate required and reserves the right to request an

¹ Children in Scotland acknowledges that the scheme may not be appropriate for some roles due to the operational needs of the business.

alternative level of disclosure in the future in line with changes in legislation or of the work carried out by the post holder.

Eligibility to work in the UK

Successful candidates will be required to produce proof of their eligibility to work in the UK.

Qualifications

Successful candidates will be required to produce original certificates for verification of qualifications.

Probation

There is a probationary period of 3 months.

Notice

4 weeks in writing for fixed term contracts.

e) Closing date

9am on Wednesday 19 August 2026

f) Interview date

Thursday 3 and Friday 4 (am) September 2026

Interviews will take place online via Teams.

3. Application form and Equality and Diversity Monitoring form

Please complete the application form by following the link below and completing the form via Microsoft Forms. In order to ensure you do not lose any of your work when completing this form, please complete the form in one go. To enable you to prepare your answers in advance, we have provided a PDF of the application form below so you can see the questions that are included in the application.

Please click here to access the application form for this vacancy:

<https://forms.cloud.microsoft/e/rBx9yL4gyi>

You can find a PDF of the full application here: <https://childreninscotland.org.uk/wp-content/uploads/2026/08/Application-form-PDF-AIOAug26.pdf>

If you have any problems completing or returning the form electronically, please do not hesitate to contact us by e-mailing recruitment@childreninscotland.org.uk.

4. Acknowledging receipt of applications

We will acknowledge all applications by email on the closing date. If you are unsure whether your application has been submitted through Microsoft Forms, please contact recruitment@childreninscotland.org.uk

5. For further information/questions

For questions relating to the recruitment process, please contact recruitment@childreninscotland.org.uk.

For questions relating to the post, please contact Mark Patterson, Senior Advice and Information Officer on mpatterson@childreninscotland.org.uk.

6. Essential information for applicants

a) Equality statement and valuing diversity

Children in Scotland values the contribution made by all members of staff, whatever their background. Our recruitment decisions are based on fair, open processes, with appointment on merit. We welcome applications from everyone.

Children in Scotland recognises that the promotion of equality, diversity and human rights is fundamental to good governance and management practices, and that this practice supports Children in Scotland to achieve its strategic outcomes.

We are committed to creating a culture in which equality, diversity and human rights are actively promoted and discrimination is not tolerated and as such understand our legal duties outlined within the Human Rights Act 1998 and the Equalities Act 2010.

Promoting equality, diversity and human rights is one of the cornerstones of Children in Scotland's functions and we strive to ensure these principles are embedded throughout our policies and practice.

b) Adjustments for application and interview

Disabled candidates may face additional challenges or accessibility barriers in the recruitment process that can be alleviated with adjustments.

Our application form has been created in Microsoft forms. Please let us know if you have problems completing your application in this format, or if you require any documents in an alternative format. You can email us at recruitment@childreninscotland.org.uk.

Should you be invited to interview, we wish to ensure that all facilities necessary to enable you to participate fully in the interview and any other assessment exercises are available to you. When inviting you to interview we will ask you if you have any specific requirements. We do not ask for this information in the application process.

If you feel you wish to discuss requirements or share details with us you can let us know at any stage in the recruitment process, by emailing recruitment@childreninscotland.org.uk. Details of any request will only be shared in order to put any adjustment in place and with your consent.

c) The application process

C.V.s will not be considered. Please complete the application form via the link provided in section 3 above. The form highlights parts of the form that will be removed prior to sharing the application with the shortlisting panel. None of the information contained in those sections will be taken into consideration in the shortlisting process.

While completing the application form you will be asked to provide examples to demonstrate how you meet the criteria.

We would like you to use the STAR technique to support your responses relating to the criteria:

- Situation – the context
- Task – what were your aims / objectives?
- Action – what did you personally do?
- Result – what was the result?

Your responses relating to the criteria will form the basis for shortlisting for interview. Please ensure that any previous employment, voluntary work or qualifications that you refer to in your examples are detailed in the relevant section of the application form.

d) If shortlisted for interview

Should you be shortlisted and invited to interview, the interview panel will be looking for evidence that you hold the competencies required for the role. The competencies will form the base of questions at the interview and the STAR technique (detailed above) will be used by the interview panel. Please apply this technique in your responses where relevant.

In most instances, the recruitment assessment will also involve other form/s of assessment such as a presentation or written test. Details will be provided if invited for interview.

e) Eligibility to work in the UK and verification checks

We will carry out a verification check with candidates shortlisted for interview before the interview takes place. Shortlisted applicants will be required to produce:

- proof of eligibility to work in the UK,
- proof of identification,
- proof of home address,
- if relevant, any qualifications deemed essential (see criteria).

Details will be provided with the invite to interview and verification checks will be carried out prior to the interview, on the day of the interview.

Please note that for this role we require all candidates to be eligible to work in the UK and are unable to sponsor candidates who are not already eligible.

f) References

The application form requests contact details for two people willing to act as referees. At least one of the referees should be relevant to your current or most recent employment. They should have had some managerial responsibility for your

work although we accept that, for some employers, it is policy for Human Resource Departments to provide references.

We will not contact referees until after the interview, and will seek your permission before contacting them. Referees of successful candidates will be contacted by email in the first instance. Please ensure you provide an email address for your referee in the application form.

If you have difficulty in obtaining an employer's reference, for example if you are a student or returning to work after a long period of absence, please provide details in the space provided. If this is your first employment a tutor's reference or similar will be acceptable. References regarding unpaid positions will be welcomed.

Referees should not be colleagues, subordinates, relatives or friends.

Referees will be provided with a copy of the job description, criteria and competencies required for the role.

For successful candidates references may be verified by contacting the referee or another appropriate person from the referee's organisation.

g) Disclosure Scotland

Children in Scotland carry out Disclosure Scotland checks for all posts. The level of disclosure required for this post is detailed in the terms and conditions below. If you are invited to interview, we will share a self-disclosure form for you to complete in advance of the interview. A Disclosure Scotland check will be requested for the successfully appointed candidate.

Details on policies relating to disclosures and criminal convictions are detailed below in the Additional Documents section.

h) Equality and diversity monitoring

Children in Scotland is committed to achieving equality of opportunity and monitors the effectiveness of its Equality, Diversity and Human Rights Policy. To do this we ask applicants to complete the monitoring form. These forms are separated from the application form before shortlisting. The information is confidential and is not seen by the shortlisting panel or the interview panel. It will only be used by the Human Resources team to monitor our recruitment and selection process.

j) Starting Salary

All new starts with Children in Scotland will start on the entry level salary for that post. Increases in salary are based on length of service, with increments being awarded after 3 and 5 years. Please see Terms and Conditions for the salary level and increments for this post. In addition to this, a cost-of-living increase will be added to the whole scale each year, dependant on budgets.

[Follow this link for full details of our salary scales from 1 July 2026.](#)

k) Additional benefits

Other benefits include:

- Up to 21 hours per full time equivalent per year for volunteering
- Up to 21 hours per full time equivalent per year for education, study and/or training
- Hybrid working based on trust and flexibility. As long as business needs are met, individuals have flexibility in terms of where they work (home/office).
- Flexible working: staff can choose to work their contracted hours between 7am and 7pm, in accordance with our flexitime policy and business need.
- 6% Employer Pension
- Death in service – 2.5 x annual salary tax free
- Access to 24/7 counselling and legal service
- Wellbeing app
- Access to virtual GP service
- Funeral concierge service including will writing and document storage
- Reimbursement of up to £50 for glasses needed for VDU use
- Option to buy additional holiday

7. Additional documents (available via our website)

- Equality, Diversity & Human Rights Policy: [follow this link](#)
- Data Protection Policy: [follow this link](#)
- Policy on Recruitment of Ex-offenders: [follow this link](#)
- Policy on Secure handling, use, storage and retention of disclosure information: [follow this link](#)
- Self disclosure statement: [follow this link](#)

[Click here to visit the recruitment pages of our website.](#)