



Job Pack Welfare Rights Training Development Officer

Thank you for your interest in this role. In this pack please find:

- Information about CPAG and about the role
- Terms and Conditions of Employment
- Job description
- Person specification
- Application form

To apply, please return the application form, taking particular care to provide full details of how you meet the person specification.

Please send your application to recruitment@cpag.org.uk

Closing date for applications: 10 August 2026

Interviews will be held in week commencing 17 August 2026

If you require further information or need us to make any special arrangements to enable you to participate in the selection process, please contact recruitment@cpag.org.uk.

RECRUITMENT MONITORING

In the interests of monitoring our recruitment procedures we would be grateful if you complete our recruitment monitoring form.

The form should take no longer than five minutes to complete and will not form part of the selection process.



General Information

Welfare Rights Training Development Officer

About CPAG

Child Poverty Action Group works on behalf of the more than one in four children in the UK growing up in poverty. It doesn't have to be like this. We use our understanding of what causes poverty and the impact it has on children's lives to campaign for policies that will prevent and solve poverty – for good. We provide training, advice and information to make sure hard-up families get the financial support they need. We also carry out high profile legal work to establish and protect families' rights.

Our vision

Our vision is of a society free of child poverty, where all children can enjoy a childhood free of financial hardship and have a fair chance in life to reach their full potential.

Our mission

Our mission is to promote action to prevent and end poverty among children and families with children in the UK.

Our beliefs

CPAG policy positions have stood the test of time for six decades. We hold that child poverty is relative to the society families live in and is characterised by a lack of resources. It is neither necessary nor inevitable and is responsive to policy action. Policy solutions should focus on adequate incomes, prioritise prevention rather than relief, and means-testing should be avoided wherever possible. When governments adopt our solutions, child poverty falls.

Our values

- Ambitious – child poverty isn't inevitable, and we won't stop until no child grows up in financial hardship.
- Voice – our work is informed by the voices of children and families
- Evidence based – we advocate solutions to child poverty based on the evidence
- Leadership – we are the leading advocates for children and families in poverty in the UK
- Independent – we are not afraid to speak out

Our theory of change

- By promoting our values, we advance the public and political will for a society free of child poverty
- By developing evidence-based solutions, we encourage policymakers and practitioners to act to prevent and end child poverty
- By campaigning, we work towards social and political change that will keep families from poverty
- By developing and sharing our social security expertise, we help maximise families' resources and inform our evidence for change.

What We Do

Policy and campaigning

We seek to achieve positive outcomes through our high-profile campaigning work – using evidence to influence government and media. We publish research and information on the causes and effects of child poverty (including briefing materials on our website - cpag.org.uk) and seek radical and practical solutions. Our journal *Poverty*, published three times a year, carries articles and features to inform and stimulate debate on poverty, its causes and consequences, and the action required to tackle it.

Rights and Advice

We provide expert advice, training and information to welfare rights advisers, lawyers and others on all aspects of the social security. Our staff in London and Glasgow respond to around 7,300 queries a year from advisers. Our bi-monthly *Welfare Rights Bulletin* keeps them up-to-date on new legislation and developments. During the year we reached 12,300 beneficiaries through our training, conferences and seminars. Through carefully selected test cases, we challenge unjust legislation, unfair or discriminatory decisions.

Publishing and Resources

CPAG publishes the major handbooks used by thousands of advisers, community workers, lawyers and members of the public. The *Welfare Benefits Handbook* gives full coverage of all aspects of social security. We publish handbooks and resources on housing benefit, child support, fuel rights, debt advice, benefits for migrants, council tax, student support and personal finance. AskCPAG is our platform for advisers to access up-to-date information and tools to navigate the complexities of the social security system. For more information, visit cpag.org.uk/welfare-rights

There are currently two offices from which this work is undertaken, the main office being in London and CPAG in Scotland, located in Glasgow. There is a recognised union to which most permanent staff belong.

Background to the Post

CPAG delivers over 400 training courses and events each year, online and in person, to staff and volunteers from hundreds of organisations. Our training is trusted as expert, accessible and effective. We are recruiting a Welfare Rights Training Development Officer who will join the Advice and Rights Team and working closely with the Training Team to plan our training programme, develop new content and audiences, maintain standards and deliver many of our courses

In addition to playing a key part in our training programme, the Training Development Officer will work closely with the Head of Advice and Rights and other colleagues to develop, quality assure and deliver webinars and other events.

This is an exciting opportunity for a welfare rights expert with a proven track record in writing and delivering training on social security, to play a critical role in a successful training programme. We are particularly keen to hear from candidates with experience of delivering training about disability benefits.



Terms and Conditions of Employment Welfare Rights Training Development Officer

- Contract:** 24 month fixed-term contract
- Location:** You will be based in our London Advice and Rights team. We will be happy to discuss a pattern of regular remote working with the successful candidate. Some attendance at face-to-face training and at events such as our national conferences will be required.
- Salary:** Band C 95% - 105% (£42,605 - £47,089); pro-rata for part-time employees. Plus 5.64% of salary pension employer contribution. It is expected that new joiners will start at the beginning of the salary range. Progression through the salary range will be based on performance and achievement of objectives.
- Hours:** 28 per week. CPAG operates a 'core hours' and flexi/TOIL (Time Off In Lieu) policy. Flexible working arrangements (e.g. compressed hours) will be considered.
- Annual leave:** 30 days a year annual leave (plus additional 4 days during the Christmas/New Year period); pro-rata for part-time staff.
- Other benefits:** Interest free travel loan, automatic enrolment into CPAG's nominated Group Personal Pension Scheme, income protection insurance and 'death in service' provision, and a range of leave entitlements for family and other reasons and other wellbeing benefits (details below).

There is a six-month probation period for this post.

CPAG's Commitment to Equal Opportunities

Everyone has the right to be treated with fairness, dignity and respect and to live free from discrimination. We recognise there is an organisational responsibility to tackle inequality and encourage diversity in respect of both the work we undertake and the people we employ and also that every employee of the organisation has personal responsibility to abide by and promote the policy.

CPAG recognises that discrimination can occur and will promote anti-discriminatory practices for people who may be discriminated against on grounds of race, colour, nationality, ethnic origin, religion, belief, gender, class, HIV & AIDS, age, disability, marital status, pregnancy, people who are gay, lesbian or transgender, people who have dependents or people who are using mental health services.

We are proud to be an organisation that is not afraid to point out injustice and inequality and have policies in place that recognise the importance of equality and diversity. However, we know as an organisation that there is always room for improvement. We acknowledge the problem with racial diversity within the charity sector and we are committed to taking action to change this. In trying to achieve social change, greater fairness and equality, we must also hold ourselves to account. We want to build a diverse group of talented people working towards our shared vision.

To this end we have set up an Equality, Diversity and Inclusion (EDI) group to advise on and help lead this work. Championed by our Board and leadership, we aim for EDI to be embedded throughout our organisation and strategy. We are committed to making change where it is needed and look forward to being part of a sector that prioritises diversity and equality.

We are prepared to invest resource, to where possible recruit for potential rather than seek perfection and recognise the need for a better understanding of racial and other biases in order to reflect the communities we work in. We continue to value the insights brought to the organisation through lived experience. CPAG needs to be a safe place to work, to challenge and feel safe to have uncomfortable conversations.

Additional Information on Terms and Conditions of Employment

Leave entitlements

- 30 days annual leave (pro-rata for part-time staff).
- 4 additional days paid leave during the office Christmas closure
- 9 bank holidays
- 26 weeks paid maternity leave and 13 weeks of maternity leave at the current rate of SMP
- Shared Parental Leave
- 6 weeks paid leave for staff whose partner has or adopts a baby
- 6 weeks paid paternity leave including a maximum of 2 weeks statutory paternity pay
- 13 weeks unpaid parental leave for parents or guardians of children up to age 16 (18 weeks for parents or guardians of disabled children)
- 10 days paid leave for staff members who have to care for a dependent
- 5 days paid leave for urgent domestic reasons
- 5 days paid leave for staff who carry out public duties
- 10 days paid study leave subject to agreement by CPAG
- An unpaid career break of up to 6 months available to staff after 2 years' service
- Time off in lieu, flexible working options and flexitime to allow staff to work flexibly

Arrangements apply pro rata to part-time staff and basic annual leave dependant on start date and hours and runs from April to March.

Other benefits

- Access to Employee Assistance Programme and BUPA Healthy Minds counselling
- Occupational Health Service
- Group Personal Health Insurance
- Flu jab vouchers
- Eye sight tests and vouchers
- Season ticket loan
- Cycle to Work scheme
- Monthly staff socials and regular staff away days and Christmas lunch



Job Description

Welfare Rights Training Development Officer

Reports To: Head of Advice and Rights

Team: Policy, Rights and Advocacy

Salary band: C

Job Purpose:

To develop and deliver a high-quality programme of welfare rights training, ensuring CPAG's training remains authoritative, responsive and relevant to the changing social security landscape.

Tasks and Responsibilities:

1. Deliver a significant number of training courses on social security as part of CPAG's programme of courses and in response to requests from external partners.
2. Work with the Training and Events Manager to develop a programme of training courses and events which is responsive to changes in social security law and practice and the welfare rights sector's requirements and promotes CPAG's goal of preventing poverty amongst children and their families.
3. Keep our existing training materials up to date, ensuring that highest standards of quality are maintained throughout.
4. Develop new courses and learning materials, collaborating with subject matter experts within the Advice and Rights Team as required.
5. Promote new and innovative training methods and highlight relevant changes to benefit legislation, caselaw and practice amongst CPAG trainers.
6. Identify new audiences and contribute to marketing and promotion of CPAG training, publications and events.
7. Work with the Head of Advice and Rights and the Events Team to help plan and deliver seminars and conferences.
8. Contribute to the welfare rights work of the team, including by providing advice on benefits on CPAG's advice services and writing for CPAG publications.
9. Updating our Early Warning System about significant cases and trends which are reported during CPAG training.

10. Monitor changes in legislation, policy, caselaw and emerging issues within welfare rights, identifying opportunities to update existing training and develop new courses.
11. Work with our AI coordinator to explore the benefits of technology in delivering our training.
12. Work with Director of Business and Head of Advice and Rights to develop fundraising and commercial packages to improve access to our training.
13. Contribute to the wider work and welfare of CPAG e.g. by attending staff meetings and providing mutual support.
14. Comply with all CPAG's policies and standard practice, with specific attention to diversity and equality.
15. Take on any other reasonable tasks which contribute to the achievement of the job purpose and aims of CPAG.

Person Specification

Experience

Essential	Desirable
Substantial experience of welfare rights advice work, including working from legislation and case law.	Experience of delivering training on disability benefits including personal independence payment (PIP).
Substantial experience in planning, writing and delivering benefits training courses to a variety of audiences, both online and in person.	Writing experience in any formal capacity (online, print, briefings, reports or summaries).
Experience of working with external organisations to plan and deliver a programme of in-house training courses.	Experience of speaking at large events such as conferences and seminars, online or in person.

Skills/Abilities/Knowledge

Essential	Desirable
Thorough, up-to-date knowledge of benefits, legislation, caselaw and practice.	An in-depth, expert knowledge of personal independence payment (PIP).
A comprehensive understanding of the way in which trainees learn and the resources they require to do so.	
Ability to evaluate and make improvements to the design of CPAG training materials and ensure accuracy and consistency of design.	
Ability to identify and promote new and innovative approaches to teaching methods and materials	
Ability to identify new audiences for CPAG training.	
Excellent written and verbal communication skills with ability to adapt messages to different audiences.	
Ability to provide second-tier advice on benefits.	

Personal Qualities

Essential	Desirable
Commitment to CPAG's aims and objectives	
Commitment to CPAG's diversity and equality policy	
Ability to spend occasional nights away from home on business.	