



The Financial Support Line for Victims of Domestic Abuse

Run in partnership between SEA and MAP

Charity Numbers 1045340, 1173256



JOB DESCRIPTION – Service Manager

Reporting to: Chief Executive (Money Advice Plus) and Head of Specialist and Survivor Engagement Team (Surviving Economic Abuse)

Salary: £37,000

Contract: Full-time, fixed term contract until 31st March 2025

Location: Eastbourne with some remote working

This post is only open to female applicants as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010

We are committed to promoting a diverse and inclusive team which reflects the diversity of the communities we support. Our culture celebrates diverse voices, and we particularly encourage applications from individuals from communities that are under-represented.

Closing date for applications: 23rd May
Interviews will be held: 6th and 8th June

For further information about this role please contact
sue.pattenden@moneyadviceplus.org.uk or phone 01323 635999

Are you excited about working for an award-winning partnership as part of an inspirational team delivering real change for women and girls? Are you an experienced service manager who is passionate about managing people and promoting quality standards? If you have the vision to lead an innovative service making lasting changes for victim-survivors of abuse, then we'd love to hear from you.

Money Advice Plus (MAP)

MAP is a registered charity, working both locally in Sussex and nationwide. Our mission is to help people manage their money effectively. We do this by providing free innovative money handling and advice services, working in partnership with other agencies. Our independent, confidential and flexible approach is tailored to individuals' needs, allowing us

to reach those who find it most difficult to access advice. Our vision is a community where people have the advice and support they need to manage their money effectively, helping them to maintain control of their lives, promoting greater peace of mind. MAP has been providing a specialist money advice service supporting victims-survivors of domestic abuse for over 10 years.

Surviving Economic Abuse (SEA)

SEA is the only UK charity dedicated to raising awareness of economic abuse and transforming responses to it. We work day in, day out to ensure women are supported not only to survive, but also to thrive. Our vision is a world in which all women and girls are economically equal and live their lives free of abuse and exploitation. Economic abuse is a form of coercive and controlling behaviour: 95% of women who experience domestic abuse will experience economic abuse. It limits their choices and ability to access safety. Founded in 2017, we are purposeful and agile in approach. We led the successful call to recognise and define economic abuse within the Domestic Abuse Act 2021.

We work to ensure women have access to and control over their own economic resources. We focus on: public understanding and behaviour change; professional response and system change; legal, regulatory and public policy change; and ensuring evidence, survivors and quality are at the heart of all our work and partnerships. Our work is led by victim-survivors of economic abuse (Experts by Experience): their lived experience and knowledge shapes everything we do. We are always learning, and we share our expertise via a national working group and an international network of practitioners, researchers, and policymakers.

An award-winning partnership

SEA and MAP have been working in partnership since 2018, starting with the delivery of a ground-breaking initiative funded by the UK government's Tampon Tax Fund – the Domestic and Economic Abuse Project (DEAP) – to respond to the complex money and debt advice needs of victim-survivors of domestic abuse. SEA and MAP now run the Financial Support line and the Casework Service for victim-survivors of economic abuse and are delighted to receive funding from the National Lottery to support the growth and sustainability of the partnership. We are proud that the partnership is double award-winning, receiving awards from the Institute of Money Advisors in 2019 and Third Sector awards in 2020.

Financial Support Line and Casework Service for victim-survivors of domestic abuse

New funding from the National Lottery Community Fund has provided the partnership an opportunity to appoint a Service Manager. This person will lead proactively on the development and delivery of the Financial Support Line (FSL) and Casework Service. The Financial Support Line provides one-off support and guidance to victims of domestic and economic abuse who are struggling financially. The FSL provides a safe space for the victim-survivor to discuss their financial situation and allow them to prioritise issues and move forward with economic safety. The Casework Service offers in-depth, tailored money and debt advice and support and achieves significant financial gains for survivors of economic abuse,

in particular around coerced debt. This service has developed the pioneering Economic Abuse Evidence Form, with SEA and MAP working together to maintain relationships and engage new organisation (creditor and debt advice organisation) to become part of the pilot.

Service Manager Responsibilities

Leadership and Service Development

- Be responsible for the delivery of the service including line management of a team of six (currently) including an Advice Supervisor, Money Advisers and Project Administrator working on the FSL and Casework Service for victim-survivors of domestic and economic abuse.
- Lead on strategic development of the service and the development of a service sustainability plan.
- Contribute to the strategy and implementation of the Economic Abuse Evidence Form and its' roll-out.
- Oversee the development and implementation of a trainee programme for new money advisers specialising in supporting victim-survivors of economic abuse.
- Support the development and implementation of new business including further funding applications for the service.
- Be an active member of the MAP management team and SEA Specialist and Survivor Engagement Team.

Quality standards

- Be responsible for maintaining high quality of Money and Debt advice standards, including process and procedures under the Advice Quality Standard and any future accreditation work.
- Be responsible for maintaining relevant principles, values and quality standards as a service primarily addressing domestic abuse perpetrated against women, including (but not limited to) the rebuilding of stability, resilience and autonomy of women. and ensuring women are believed and listen to with respect and sensitivity.

Equality and Partnerships

- Oversee the development and implementation of an equality, diversity and inclusion plan for the service, including (for example) steps to improve access for service users who disabilities or translation needs.
- Contribute to an effective, impactful partnership between MAP and SEA, including the development and implementation of relevant partnership agreements.
- Manage and develop partnerships with organisations that refer into the service.
- Working closely with SEA's Project Manager, manage partnerships with services that are using the Economic Abuse Evidence Form (EAEF) and build relationships with services interested in joining the EAEF pilot.

Evaluation, Learning and Reporting

- Work closely with SEA's Evaluation Specialist, ensure effective and reliable casework data collection and analysis for regular monitoring and evaluation.
- Provide timely report content and data to SEA's Project Manager in support of National Lottery grant outcomes and donor requirements.

- Support the use of evidence and learning from the service in communications and policy work seeking positive impacts for victim-survivors of economic abuse.

General

- Be an active member of the MAP and SEA teams, contributing to the development and implementation of each organisations' 3-year strategy and values
- The post holder will be expected to undertake duties from the MAP Eastbourne office. One day per week of the role is home-based, additional hours could be worked remotely by negotiation.
- To comply with SEA and MAP's policies and procedures and legal requirements, such as provisions set out in the GDPR, Health and Safety at Work Act 1974 and Equality Act 2010.
- A laptop and telephone are provided, and travel expenses are covered. The team meets approximately once a quarter, virtually and in London/York
- To engage in learning and take responsibility for continuous personal development.

Experience	
Recent or ongoing experience of managing or supervising a high-quality advice service meeting the needs of clients and funders.	Essential
Demonstrable experience of leading, developing and managing employees effectively, including addressing areas of poor performance.	Essential
Demonstrable experience of service and contract management, including reporting and monitoring of targets.	Essential
A minimum of one year experience of working with clients affected by Domestic Abuse	Essential
Demonstrable experience in implementing quality standards and quality assurance processes	Desirable
Skills and Abilities	
Strong people management skills including the ability lead people and teams through change, recruit, develop and motivate staff, trainees and volunteers	Essential
Ability to monitor and maintain casework systems and procedures and monitor service delivery against agreed targets including analysing and interpreting complex data and information.	Essential
Ability to communicate effectively verbally, and present complex information clearly in writing (including report writing) and through presentations to different audiences	Essential
A good understanding of economic abuse and coerced debt	Essential
Numeracy skills equal with the requirements of the post	Essential
Proficient and confident in the use of IT to the level of this post including competency in Microsoft Office and Microsoft Teams	Essential

Work on a self-supervision basis, prioritise own work and meet deadlines	Essential
An ability to remain calm under pressure and to set priorities to handle workload effectively	Essential
Commitment	
To work effectively in collaborative partnerships with both voluntary and statutory agencies to address the needs of our service users	Essential
To upholding the organisational values of SEA and MAP	Essential
To maintain the aims of the service specifically relating to confidentiality, data sharing and equality, diversity and inclusion	Essential