



Money Advice Plus
Tisbury Road Offices
Tisbury Road
Hove
BN3 3BQ

Info@moneyadviceplus.org.uk

Deputy Service Manager for the Financial Support Line

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

This post is funded by the National Lottery Community Fund



Responsible to:	Service Delivery Manager for the Financial Support Line
Salary range:	£37,938 to £39,513 gross pa pro-rata (£22,762 to £23,707 actual for 21 hours)
Hours:	21 hours pw
Contract:	Fixed term to 31st March 2028 (with the possibility of extension subject to funding)
Location:	Eastbourne, East Sussex (Hybrid: home/office options)
Annual leave:	25 days full-time entitlement (rising to 30 days after five years of full service) plus Bank Holidays, plus two days discretionary leave over the Christmas period, including Bank Holidays, pro-rata according to hours worked
Pension:	4% Pension contribution from employer
Staff Wellbeing:	Employee assistance programme, clinical supervision
Closing Date:	10 am Monday 17 th March 2025
Interview Date:	Wednesday 19 th March 2025
Further Details:	For further information, please contact Lindsay.newton-palmer@moneyadviceplus.org.uk





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Financial Support Line for Victims of Domestic Abuse

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. The award-winning Financial Support Line for Victims of Domestic Abuse is run by Money Advice Plus and is part of our partnership work with Surviving Economic Abuse (SEA). It provides two services, the Financial Support Line and the Casework Service.

The Financial Support Line provides one-off support and guidance to victims of domestic and economic abuse who are struggling to manage their money. It 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, long-term tailored money and debt advice and support and achieves significant financial gains for survivors of economic abuse, 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 organisations (creditor and debt advice organisations) to become part of the pilot.

Through our training offer, delivered in partnership with SEA, we have so far onboarded 30 creditors to use the Economic Abuse Evidence Form (EAEF), and built awareness across multiple other organisations about economic abuse and its life-changing impact on victim-survivors economic freedom, stability and safety. Training is an expanding area of our service as we continue to pilot the EAEF.

This role

The Deputy Service Manager will help the Financial Support Line for Victims of Domestic Abuse thrive and grow. You will assist the Service Manager (SM) to ensure the objectives of the service are met, enable and maintain a supportive work environment, and help develop the service to meet the needs of victim-survivors.

This role is for an exceptional professional with experience in the money advice sector looking to take their first steps into leadership and operational development. This individual will

- share the vision, values and purpose of Money Advice Plus
- support the mission of the Financial Support Line
- be a proactive member of the Financial Support Line Team
- support the Service Manager in operational development.
- lead on development and delivery of training to external stakeholders





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Money Advice Plus is a specialist Debt and Money Advice charity. Our vision is for everyone to have the advice and support they need to manage their own money effectively. We do this by providing person-centred money advice, actively engaging with those who find it most difficult, improving wellbeing and financial resilience.

We have four strategic aims

- To maintain and strengthen our services to enable people to deal more confidently with their money.
- To embed our commitment to equity, diversity, and inclusion in everything we do.
- To promote Money Advice Plus to be known as a Centre of Excellence.
- To ensure staff are enabled to provide high-quality services to our clients.



[find out more](#)

In 2022-23, we received 5690 enquiries into our service and assisted **3714** people with debt and welfare benefit problems. These numbers are for just one year, but the impact on each client is immense and has life-changing outcomes.

The result of this work

- Increased benefit income by £1,562,348 (£1,963,310)
- Secured one-off payments of benefits of at least £280,204 (£400,829)
- Secured £116,782 in Discretionary Housing Payments
- Obtained charitable grants and refunds and compensation of £503,357 (£423,019)
- Insolvency amounting to £596,373.
- Debt write-off (not insolvency) £1,011,427. This includes £868,843 for victim-survivors £178,784 using our innovative Economic Abuse Evidence Form that is currently piloted by several major banks, debt purchasing and utility companies.
- Negotiated with creditors to reduce client payments of £46,345 (£47,873) per year.





Main duties and responsibilities

Management of the Financial Support Line

- Work with the SM to support the team in meeting service requirements, including any funder KPIs or grant criteria.
- Support SM through team management, including line management, annual leave, sick leave, and other day-to-day operational issues.
- Participate in regular team meetings to share information and best practices to support the team.
- Identify and report any relevant operational issues to the SM.
- Lead on monitoring and reporting.
- Use data insights to support service and policy development.
- Develop the helpline and implementation of the helpline standard.
- Collaborate with, and actively support, Service Manager in the development of CEDEAS quality standards
- Work with the DSM for the Casework Service to look at opportunities for development and collaboration across the 2 elements of the Service
- Coordinate with the SM to work with our partners, Surviving Economic Abuse, to develop the FSL service.
- Participate in and periodically lead the Case and Policy Insight meetings.
- Actively promote the service and attend relevant meetings with internal and external stakeholders
- Ensure the FSL service is publicised appropriately.
- Support the SM in the development and implementation of new business.

Training

- Manage delivery of Economic Abuse and Debt Advice (EADA) and the Economic Abuse Evidence Form (EAEF) training courses
- Ongoing development of training and liaison with stakeholders to provide bespoke courses
- Coach, mentor and support others within the team to deliver training.
- Provide training to external stakeholders

General

- Support the service to meet and maintain quality frameworks.
- Actively promote a culture of psychological safety, collaboration and innovation.
- Maintain safeguarding, data protection and GDPR requirements.
- Support the SM in implementing equality, equity, diversity and inclusion plans.
- The post-holder will undertake such other duties as may be reasonably required, will be expected to work effectively with others to make a positive contribution to the work of the organisation.
- The post holder will be expected to become familiar with and adhere to all company policies and procedures, particularly Safeguarding, Confidentiality, Equalities, Health & Safety.
- The organisation is committed to providing equality of opportunity to clients, potential clients, employees, trustees, and any other stakeholders such as contractors. The post holder is expected to understand and promote this and all other policies of the organisation.





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Contact details

If you would like to discuss this position, or would like to receive application details in a different format, please contact lindsay.newton-palmer@moneyadviceplus.org.uk

Please return your application to:

Lindsay Newton-Palmer

Service Manager

lindsay.newton-palmer@moneyadviceplus.org.uk

Person Specification

	Essential
Education/ Qualifications	<ul style="list-style-type: none"> • Minimum 2 years of full-time or equivalent experience gained in the last 4 years of delivering detailed debt advice. • Minimum 2 years of full-time or equivalent experience gained in the last 4 years of delivering welfare benefits advice.
Experience, skills	<ul style="list-style-type: none"> • Experience of supervising and leading a team in a high-quality advice service • Experience of delivering training and a willingness to develop skills in this area • The ability to create a psychologically safe place for the team to share and explore ideas and commit to service development. • Proven ability to communicate effectively with a range of individuals and stakeholders in person, by phone and in writing. • Ability to give clear instructions to colleagues. • Ability to listen, analyse information and identify issues and explain complex issues in a clear, effective way. • The ability to stay calm under pressure and set priorities to manage workload effectively. • Ability to use initiative, patience and perseverance to help resolve problems. • Demonstrable honesty and reliability. • Ability to work in a mutually supportive team environment. • Ability to maintain effective personal boundaries.
Knowledge	<ul style="list-style-type: none"> • A strong understanding of domestic abuse and how it affects the advice process for victim-survivors • A strong understanding of economic abuse and coerced debt
Commitment	<ul style="list-style-type: none"> • Commitment to MAP vision, mission, beliefs and values: • To undertake training as appropriate to the role, identifying own learning gaps and personal development opportunities. • A commitment to Equality, Equity, Diversity and Inclusion and a willingness to examine own prejudices and feelings to work towards providing an equal service to all

