



Job title	Advice Manager – Debt Free Advice	Location	Toynbee Hall + Satellite Sites
Directorate and Team	Advice Services	Length of contract	Permanent
Outreach Work Required	Yes, multiple TH managed Sites and community partner sites if needed for events	Safeguarding level	Enhanced
Reporting to	Head of Debt and Money	Direct reports	Debt Advisors, Trainee Debt Advisors, Administrators
Working Hours	Full-time 35 hours per week	Working Pattern	Hybrid (on site 3 days per week)

About Toynbee Hall

Based in the East End of London since 1884, Toynbee Hall is a charity working alongside people facing poverty, injustice, and inequality to build a fairer East London. We provide vital advice and support, working in partnership to tackle unfairness and ensure everyone has an equal chance to thrive.

We have recently launched a new strategic plan which reinforces that our purpose is to build a fairer future with an end to poverty, injustice and inequality.

We work towards this by:

- Addressing poverty and injustice through advice and support and influencing systemic change.
- Shifting power to people and communities affected by injustice and inequality.
- Collaborating to end poverty and build fairer systems and institutions. What we want to see in the world starts with our community and our organisation.

This means:

- Working together to build a thriving local community where people have the resources they need, feel their voices are heard and are optimistic about the future.
- Being a good employer, where people are treated fairly, feel engaged and empowered, and work together to achieve our shared vision.
- Acknowledging the role Toynbee Hall has historically played in civic society while recognising that our role now is to shift power, to be an effective partner, and to amplify voices that are less likely to be heard.

What we learn from our work in east London we use to inform and influence wider policy – working to influence change in structures, systems and policies.

Directorate background

The Advice Services directorate at Toynbee Hall is central to our commitment to address and alleviate poverty in London and beyond. Specialising in debt, welfare benefits, legal support, and generalist advice, our directorate has proven instrumental in significantly enhancing the financial wellbeing of those we serve. Last year alone, our efforts helped individuals and families to be over £23 million better off, showcasing the direct impact of our work.

Our operational model combines direct service provision with a collaborative approach. We directly employ a number of advisors who deliver expert, impartial advice.



Simultaneously, we lead a coalition of 15 partner charities - including local Citizens Advice Bureaus and law centres - where additional advisors are employed. This structure allows us to amplify our reach and effectiveness, ensuring that a comprehensive network of support is available to those in need.

By integrating direct support with strategic partnerships, the Advice Services directorate not only tackles immediate financial and legal challenges but also contributes to the broader goal of systemic change, enhancing economic security and community resilience across one of the most challenged demographics in the nation.

Team background

The Debt Advice Team at Toynbee Hall provides crucial support to individuals and families struggling with financial burdens. Funded by the Money and Pensions Service (MaPS), this team delivers expert guidance and practical solutions to help clients manage and reduce their debt. The team's advisors are trained to navigate complex financial situations, offering tailored advice that empowers clients to regain control of their finances. Their work is vital in fostering financial resilience within the community, ensuring that individuals have the tools they need to achieve long-term financial stability.

How we work

Our values are **Inclusive**, **Courageous** and **Empowering** and we expect everyone who works with us to work in a way that aligns with these values and to do their utmost to deliver our strategic objectives according to their role.

Job purpose

To ensure provisions and services are run locally by working collaboratively with the team, guaranteeing that debt advice service is available daily without fail or interruption.

To provide day to day guidance, set targets, implement guidelines and assist with any issues the team may have. To ensure that all members understand the team's objectives and work together to achieve it.

Audit the quality of advice and case notes to ensure they are compliant, and the quality of advice is consistent and meets both external and internal requirements.

Scope of role

The Advice Manager is responsible for the effective management and delivery of debt advice services across multiple sites in London. This role ensures that the debt advice services operate smoothly, meeting the required standards and compliance with both internal and external guidelines. The Advice Manager will oversee the day-to-day operations, manage staff, and ensure the quality and consistency of advice provided. This position involves working closely with the team to set targets, provide guidance, and resolve any issues that arise. Additionally, the role includes auditing case notes and advice quality to maintain high standards and compliance with funder requirements. The Advice Manager will also play a key role in managing resources, ensuring the health and safety of local sites, and fostering a collaborative working environment.

Key working relationships

- **Head of Debt and Money:** Report to and collaborate with Head of to align operational goals and strategic direction.



- **Debt Advisors and Trainee Debt Advisors:** Provide leadership, support, and guidance to ensure high-quality service delivery and professional development.
- **Quality Assurance Managers:** Work together to audit and maintain the quality of advice and ensure compliance with standards.
- **Head of Quality and Compliance:** Ensure that all services meet the required quality and compliance standards, addressing any issues promptly.
- **Clients:** Ensure that clients receive high-quality, compliant, and effective debt advice and support.
- **Advice Services SLT**
- **External Partners:** Local Authorities, Housing Providers, Citizens Advice and Community Partners: Build and maintain effective relationships to strengthen referral pathways, promote Toynbee Hall's services and identify opportunities for collaborative working.

Key Responsibilities

Management of local sites to ensure all services are available.

- Ensure local services are available daily by effectively managing staffing, sickness, annual leave, emergencies and operational challenges.
- Work closely with internal teams, external contractors and local stakeholders to ensure all sites operate safely, efficiently and in line with organisational standards.
- Identify resource gaps, operational risks and service pressures, implementing solutions to maintain service delivery and performance.
- Build and maintain strong relationships with local authorities, housing providers, community organisations and partner agencies, representing Toynbee Hall at meetings, networking events and community engagement activities to strengthen referral pathways.
- Work collaboratively with the Technical Supervision and Quality Assurance teams to identify learning needs, maintain high-quality advice standards and drive continuous service improvement.
- Share best practice with fellow Advice Managers to ensure consistency and excellence across all Toynbee Hall locations.

Line management of a team to ensure objectives are set and met.

- Lead, motivate and support the team to achieve agreed service, quality, compliance and performance objectives.
- Conduct regular one-to-one supervision, team meetings and performance reviews, providing constructive feedback and clear expectations.
- Coach, mentor and develop staff, identifying learning and development needs, supporting career progression and fostering a culture of continuous improvement.
- Provide technical guidance and support on complex debt advice cases, ensuring advisers deliver accurate, compliant and client-centred advice.
- Identify opportunities to improve team performance, processes and service delivery, implementing changes where appropriate.

Ensure compliance and the quality of advice required are achieved.

- Ensure the team consistently delivers high-quality, client-focused debt advice in line with FCA requirements, funder expectations and Toynbee Hall policies.



- Monitor case quality through audits, supervision, management information and performance data, implementing improvement plans where required.
- Ensure case files meet all quality assurance, audit and contractual standards.
- Drive excellent client experience and achieve agreed customer satisfaction and service quality measures.

Contribute to the team

- Be an active member of the Advice Services management team, contributing to service planning, operational improvements and organisational change.
- Work collaboratively with funders, partner organisations and colleagues across Toynbee Hall to support strategic priorities, projects and service development.
- Keep up to date with developments in debt advice, legislation and best practice, sharing knowledge and learning with colleagues.
- Demonstrate financial efficiency, value for money and compliance with all Toynbee Hall policies and procedures.

Other

- Provide visible leadership across multiple Toynbee Hall locations, ensuring consistency of culture, service delivery and operational standards.
- Travel across London as required, and occasionally elsewhere in the UK.
- Work flexibly across Toynbee Hall services, including occasional evenings and weekends where required for meetings, events, etc.
- Undertake any other reasonable duties commensurate with the role as directed by the Head of Debt and Money or the Senior Management Team.

Person Specification

The successful candidate will demonstrate:

Essential Criteria

Experience and Skills

- Significant experience of managing frontline advice services and leading high-performing teams.
- Demonstrable experience of line management, including performance management, coaching, mentoring and staff development.
- Experience of delivering regulated debt advice services and maintaining high standards of quality, compliance and client care.
- Proven ability to provide technical supervision and support on complex debt advice cases.
- Experience of monitoring service performance through quality assurance, audits, KPIs and management information, using data to drive continuous improvement.
- Up-to-date knowledge of debt advice legislation, FCA requirements, funding compliance and sector best practice.
- Experience of working collaboratively with Quality Assurance, Technical Supervision and operational teams to improve service quality.
- Experience of managing services across multiple sites or locations.
- Experience of building and maintaining effective partnerships with local authorities, housing providers, community organisations and other stakeholders.



- Ability to identify operational risks, manage competing priorities and make sound decisions in a fast-paced environment.
- Strong organisational skills with the ability to manage multiple priorities and meet deadlines.
- Excellent analytical skills with the ability to interpret data, identify trends and produce clear reports and recommendations.
- Strong IT skills, including Microsoft Office and case management systems.
- Hold a recognised debt advice qualification (e.g. CertMAP or equivalent) with demonstrable experience of delivering and supervising FCA-regulated debt advice services.

Communication and Interpersonal Skills

- Excellent leadership, communication and interpersonal skills, with the ability to inspire and motivate others.
- Ability to build positive relationships with colleagues, partners, funders and external stakeholders.
- Excellent written and verbal communication skills.
- Ability to influence, negotiate and manage challenging conversations professionally.
- Ability to provide constructive feedback and develop others through a supportive coaching approach.
- Ability to manage confidential and sensitive information with discretion.

Personal Attributes

- Inclusive, collaborative and approachable leadership style.
- Highly organised, proactive and solutions focused.
- Calm and resilient under pressure, with the ability to make informed decisions.
- Strong commitment to delivering excellent client outcomes and continuous improvement.
- High level of professionalism, integrity and accountability.
- Commitment to equality, diversity and inclusion.
- Commitment to ongoing professional development.

Commitment

- Demonstrates a strong commitment to Toynbee Hall's mission, values and strategic objectives.
- Willingness to work across multiple Toynbee Hall and community locations.
- Willingness to undertake relevant training, including safeguarding and regulatory requirements.