



## **Advocacy & Support Manager (Hate Crime)**

### **Job Description**

### **About Galop**

Galop is the UK's LGBT+ anti-abuse charity. Founded in 1982, and have been championing the needs and safety of the LGBT+ community for nearly 40 years.

Galop works directly with thousands of LGBT+ people who have experienced abuse and violence every year. We specialise in supporting victims and survivors of domestic abuse, sexual violence, hate crime, and other forms of abuse including honour-based abuse, forced marriage, and so-called conversion therapies. We are a service run by LGBT+ people, for LGBT+ people, and the needs of our community are at the centre of what we do.

We run a national helpline for LGBT+ victims and survivors of all forms of gender-based violence. We provide advocacy services, both in London and nationally, for LGBT+ victims who need longer-term support. We are person-centred, empowerment-based, and trauma-informed – meaning our focus is always on helping our clients decide what is best for them, and then supporting them through their journey.

We use what we learn through working on the frontlines with clients to work for national and local policy change to improve outcomes for LGBT+ victims and survivors of abuse and violence. We build evidence through key pieces of research, like our upcoming report into LGBT+ experiences of sexual violence. We push for legislative change, improved statutory guidance for victims, and better understanding of the needs of LGBT+ people around the country.

## About the Advocacy & Support Manager role

You will join a team managing Galop's specialist advocacy services, providing support to LGBT+ victims and survivors of abuse and violence in the UK, with a specialist focus on hate crime and hate-motivated abuse. You will work within the advocacy management team to deliver advice, support, and advocacy to thousands of LGBT+ victims and survivors of interpersonal abuse and violence each year.

You will manage a team of specialist advocates and triage workers providing needs-led support, information and advocacy to LGBT+ survivors of a range of violence and abuse. You will work with the Head of Advocacy and other advocacy managers to ensure that survivors have access to needs-led, timely support that is right for them, maintaining high quality, consistent support across our advocacy and one-to-one support, whether that is in-person or remote.

You will have an in depth understanding of the spectrum of violence and abuse that LGBT+ people are subjected to, including the causes, impact and barriers to accessing services. You will use your expertise to represent Galop with key stakeholders, advocating for the needs of the community.

You will also have management and oversight of the CATCH Partnership, a pan-London consortium of by-and-for hate crime support services, that cover all protected strands of hate crime across race, religion, disability, sex, sexual orientation and transgender status. You will need to have excellent partner management skills and be able to lead and support a diverse range of organisations with an understanding of their specific needs and challenges.

You will be responsible for ensuring that data collected about the service is collected consistently and use this to report to funders. You will develop and maintain relationships with funders and ensuring that the service is effectively demonstrating the difference that it makes. You will work with the Head of Advocacy and Director of Services to develop bids for new or continued funding for frontline services.

This is a pivotal moment in Galop's journey. We have grown quickly over the last five years and you will help shape the future of our services, to protect and support even more of our community. You will be solely responsible for:

- Line management of a team of specialist advocates
- Ensuring that those you line manage operate in line with current guidance and best practice, ensuring any updates and changes are communicated with relevant staff
- Ensuring consistent case supervision, clinical supervision and oversight of your team
- Ensuring the appropriate ongoing development of all staff within the team
- Ensuring consistent data collection
- Ensuring successful delivery within budget and agreed timeframes

You will work closely with the Head of Advocacy and other colleagues on other duties including:

- Providing clear leadership to the advocacy team, motivating others to maximise their performance and potential
- Partner management of the CATCH service
- Monitoring and evaluation of the advocacy service
- Managing advocacy contracts and grants
- Ensuring that appropriate safeguarding and risk management strategies are in place, including full risk assessment and risk monitoring at project level
- Budgetary oversight of grants
- Maintaining and developing relationships with key partners across Galop's work and intersecting sectors
- As one of our frontline service leaders, working collaboratively with other senior staff to identify trends, opportunities for cross-organisational working, and to support the holistic delivery of support for LGBT+ victims and survivors of abuse and violence nationally

- Representing Galop, ensuring the voices and needs of LGBT+ victims and survivors of abuse are heard in all relevant forums

## About you

We're looking for someone with expertise in delivering needs-led specialist support services. You will need to be solutions-focussed and enjoy working collaboratively across a diverse and committed team. You'll need to have good resilience and self-care, and be prepared to work in an environment where abuse and violence are regularly talked about. You'll need to understand the impact of trauma and how that affects our frontline staff.

The below list is a guide for the kind of skills and experience we'd like you to have – but you don't have to have it all to be considered. We recognise that your experience may be from unpaid roles as well as formal employment. We want to know why you're the right person for this role, not whether you've been given the right opportunities.

This post is only available to applicants from the LGBTQ+ community as permitted under the Equality Act 2010 as a Genuine Occupational Requirement.

<b>Experience and knowledge</b>	<b>Essential (E) or Desirable (D)</b>
Experience of delivering support services to survivors of violence and abuse	E
In depth understanding of the scale, nature and causes of gender-based violence and/or abuse and violence experienced by LGBT+ people	E
In depth knowledge of LGBT+ experiences, with a clear understanding of the needs of LGBT+ victims and survivors of abuse and violence	E
In depth knowledge of communities impacted by Hate Crime across race, religion, disability, sex, sexual orientation and transgender identity.	E

Understanding of safeguarding best practice in a support environment, including both children and adults-at-risk	E
Knowledge of outcome monitoring tools and how to use these within a support service environment to evidence change	E
Understanding of empowerment-based and trauma-informed approaches to working practices	E
Experience of delivering to targets	E
Experience of reporting to funders	E
Understanding of empowerment-based and trauma-informed approaches to working practices	E
Strong understanding of discrimination and intersectionality	E
Experience of line management	E
Experience of managing an Hate Crime, ISVA, IDVA or equivalent service	D
Experience of hate crime or mixed-crime advocacy work	D
<b>Skills</b>	
Ability to work collaboratively and lead change	E
Ability to problem solve and think creatively	E
Ability to work with multiple competing priorities and to effectively prioritise your workload	E
Ability to maintain positive working relationships	E
Strong understanding of how to manage and lead others	E
Relevant professional qualification (e.g. Advocacy, IDVA, ISVA)	D

At Galop, we approach our work through an intersectional lens, and believe we are at our best when we have diversity of thought, identity and lived experience represented throughout the organisation. As such, we encourage members of underrepresented groups to apply, even if you feel you do not meet all of the criteria. We would particularly welcome applications from trans and non-binary, Global Majority / racially minoritised candidates, people of faith, those living with a disability, and those with lived experience of abuse or violence.

## Location

Galop's offices are located in London. This role will have the option of hybrid working with at least 2 days per week worked in the office.

## Hours

Full Time (35 hours per week)

## Contract

Fixed Term (1 year with possible extension)

## Line manages

Advocates and Triage Workers

## Reports to

Head of Advocacy and Support

## Salary

You will start on scale point C1, £41,534.79 per year (including £ 4,212.01 London Weighting)

## Closing Date

Applications should be submitted by **10am on 12<sup>th</sup> April 2026.**

First round interviews will be held **w/c 20<sup>th</sup> April 2026.**

## Questions?

If you have any questions or would like to discuss the role further prior to application, please contact [recruitment@galop.org.uk](mailto:recruitment@galop.org.uk).