

**Job Description:**  
**Interim Director of Advice Services**



**Toynbee Hall**  
 For a fairer future Since 1884

<b>Job title</b>	Interim Director of Advice Services	<b>Location</b>	Toynbee Hall + Remote
<b>Directorate and Team</b>	Advice Services Teams	<b>Length of contract</b>	FTC – 18 Months
<b>Outreach Work Required</b>	Yes – Funders, Partners, Community Agencies and other relevant parties	<b>Safeguarding level</b>	Basic
<b>Reporting to</b>	Interim CEO	<b>Direct reports</b>	Head of Debt and Money Advice Head of Legal and Generalist Advice Head of Quality and Compliance Head of Partnerships Head of Data and Impact Project Managers, Marketing
<b>Working Hours</b>	Full-time 35 hours per week	<b>Working Pattern</b>	Hybrid (on site 2-3 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.

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### **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 20 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.

### **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**

The Director of Advice Services provides strategic leadership for Toynbee Hall's Advice Services Directorate, ensuring the delivery of high-quality, accessible and impactful services that support people experiencing poverty, financial hardship, social exclusion and inequality.

The postholder has overall responsibility for a diverse portfolio of services including debt advice, welfare benefits support, generalist advice, legal advice, financial wellbeing programmes, prison-based services, Macmillan-funded services and other commissioned or grant-funded programmes.

The Director will lead the development and growth of the Directorate, ensuring excellence in service delivery, quality, compliance, contract management and partnership working. They will identify and secure new opportunities for growth, negotiate and manage strategic contracts and partnerships, and ensure that learning from frontline services informs wider organisational influence and systems change.

As a member of the Senior Leadership Team, the Director will contribute to the overall leadership, sustainability and strategic development of Toynbee Hall.

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### Scope of role

The Interim Director of Advice Services is responsible for the strategic and operational leadership of all Advice Services delivered by Toynbee Hall.

This includes direct delivery services, partnership programmes, grant-funded projects and commissioned contracts delivered across community, healthcare and criminal justice settings.

The postholder will oversee a complex portfolio that includes:

- Debt advice and financial wellbeing services
- Welfare benefits and generalist advice services
- Legal advice services including employment and housing
- Welfare benefits services for customers with cancer
- Ministry of Justice-funded prison-based advice services
- Future commissioned, grant-funded and partnership programmes

The Interim Director will ensure services achieve contractual outcomes, meet regulatory requirements, operate within agreed budgets and deliver measurable impact for clients and communities.

The role carries significant responsibility for stakeholder engagement, partnership leadership, business development, contract negotiation, income generation and organisational growth.

### Key working relationships

#### Internal

- Interim Chief Executive Officer - strategic leadership, organisational performance and governance.
- Senior Leadership Team - organisational planning, performance and strategic delivery.
- Board of Trustees and relevant Board Committees
- Heads of Service - service delivery, performance and development.
- Advice Services staff and volunteers.
- Operational Team
- Corporate Services teams including Finance, HR, IT and Communications.

#### External

- Funders and commissioners, including Money and Pensions Service (MaPS), Ministry of Justice (MoJ), Macmillian, and other grant-making organisations.
- Delivery partners, consortium members and subcontractors.
- Local authorities, statutory agencies and government departments.
- Regulators and accreditation bodies, including the FCA.
- Suppliers, consultants and contractors supporting service delivery and organisational development.



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- Sector networks, strategic partners and professional bodies.
  - People with lived experience, service users and community stakeholders.

### **Key Responsibilities**

#### **Strategic Leadership**

- Lead the strategic direction and development of the Advice Services Directorate.
- Contribute to organisational strategy and planning as a member of the Senior Management Team.
- Ensure services align with Toynbee Hall's mission, strategic objectives and organisational priorities.
- Provide leadership across change, innovation and continuous improvement initiatives.

#### **Financial Planning and Performance**

- Work with Finance colleagues to develop budgets, forecasts and financial plans across the Directorate.
- Ensure services operate within agreed budgets and deliver value for money.
- Monitor financial performance across contracts, grants and programmes, identifying risks and opportunities.
- Support reforecasting, business planning and investment decisions to ensure the long-term sustainability of services.
- Contribute to the financial appraisal of new funding opportunities, contracts and service developments.

#### **Business Development and Growth**

- Lead the development and delivery of the Directorate's growth strategy.
- Identify new funding, commissioning and partnership opportunities.
- Lead the development of bids, tenders and funding proposals.
- Develop strategic relationships with commissioners, funders and partners to secure future opportunities.
- Ensure new opportunities align with Toynbee Hall's mission, values and strategic priorities.
- Build a sustainable pipeline of future income and service development opportunities.

#### **Contract and Partnership Management**

- Provide strategic oversight of all contracts, grants and service agreements.
- Lead negotiations with commissioners, funders and delivery partners.
- Ensure effective contract management processes are embedded across the Directorate.
- Monitor contractual performance and take action where performance improvement is required.
- Develop and maintain strong relationships with delivery partners and subcontractors.
- Ensure partnership arrangements are effective, compliant and deliver value for clients and stakeholders.



### **Service Portfolio Leadership**

- Provide strategic oversight across all advice services including debt, welfare benefits, generalist advice, legal advice, Macmillan services and prison-based advice programmes.
- Ensure services are integrated where appropriate and provide a seamless client journey.
- Drive innovation and continuous improvement across all service areas.
- Ensure services are responsive to changing client need, policy developments and commissioning priorities.

### **Person Specification**

**The successful candidate will demonstrate:**

#### **Essential Criteria:**

- Experience of leading large-scale advice, support, health, justice or community services and projects.
- Proven experience of business development, income generation and securing funding or contracts.
- Experience of leading complex partnerships / multi-agency programmes.
- Experience of negotiating and managing significant contracts, grants and service agreements.
- Strong understanding of service quality, governance, compliance and risk management.
- Experience of budget management, financial planning and working with finance colleagues to support effective financial oversight.
- Ability to build relationships and influence at senior level with funders, commissioners, regulators and strategic partners.
- Demonstrable experience of leading organisational growth, service transformation or innovation.
- Experience of developing, redesigning or scaling services to improve outcomes, reach or efficiency.

#### **Desirable Criteria:**

- Experience of working within or alongside the Money and Pensions Service (MaPS)
- Experience leading within a senior Advice Services Directorate
- Experience in developing or delivering advisor training and technical supervision.
- Understanding of criminal justice or mental-health service environments.

### **Our Benefits**

#### **Annual Leave**

- **25 days** of annual leave, plus **3 additional days** for our Christmas shutdown (on top of bank holidays)
- **After 2 years:** +3 extra days of leave
- **After 3 years:** +1 additional day

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- **After 5 years:** A total of **30 days** annual leave, plus the **3-day Christmas shutdown**

**Pension**

- **Standard Life Pension Scheme** – Employer contribution: 4%, Employee contribution: 5%

**Additional Perks & Support**

- **Enhanced Sick Pay** for peace of mind during illness
- **Enhanced Maternity & Paternity Leave** to support growing families
- **Employee Eyecare Vouchers** to support your vision health
- **Employee Assistance Programme** for free, confidential advice and support
- **Mental Health First Aid** to ensure workplace well-being
- **Tenancy Deposit Scheme** to help secure your home
- **Interest-Free Season Ticket Loan** for cost-effective commuting
- **Cycle to Work Scheme** to promote a healthier, greener way to travel
- **Charity Mentoring Network** to support professional development and networking
- **Westfield Health Cash Plan** to cover your healthcare needs specified in the Policy
- **Perk Box**
- **Life Insurance**