



Advocacy & Support Manager

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. This role holds the responsibility of the National advocacy & support team, you will be responsible for the line management and operational management of the advocacy & support service across the UK. 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 remotely manage a team of specialist advocates and caseworkers that are based across the UK, 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 Support and other Advocacy and Support managers to ensure that survivors have access to timely, tailored support, while maintaining a high quality, consistent service, with a specific focus on remote support.

You will have an in depth understanding 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 and acting as a key Galop representative within a national landscape.

You will be responsible for ensuring that data collected about the service is consistent, thorough and appropriate in order to use for reporting, bid writing and evidencing the service provision offered. You will develop and maintain relationships with stakeholders and ensure that the service is effectively demonstrating its impact. 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 remote specialist advocates across the UK.
- 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 with a specific focus on our National provision
- Ensuring successful delivery within budget and agreed timeframes
- Ensuring the National advocacy & support team is advocated for and represented both internally and externally.
- Ensuring key stakeholder relationships are established and maintained nationally

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
- 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 staff and clients.

You'll need to be able to adapt the needs of a remote service and be innovative in your approach to remote functions to support a remote staff team and the high quality delivery of remote support across the UK.

The below list is a guide for desired 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.

There is an essential requirement under the Sexual Orientation Regulations 2003 that the post holder has experience of LGBT+ needs and the impact of discrimination. Candidates should demonstrate a thorough understanding of LGBT+ people's lives, including awareness of the issues that LGBT+ survivors might face.

Experience and knowledge	Essential (E) or Desirable (D)
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
Understanding of safeguarding best practice in a support environment, including both children and adults-at-risk	E
Understanding and confidence to communicate effectively with different statutory and other support organisations on a large geographic scale.	D
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
Understanding of empowerment-based and trauma-informed approaches to working practices, with a particular understanding of this in a remote context	E
Experience of managing an ISVA, IDVA or equivalent service	D
Experience of reporting to funders in different geographic locations.	D
Strong understanding of discrimination and intersectionality	E
Experience of line management	D
Experience of delivering presentations to a variety of audiences in different locations across the UK.	D
Skills	
Ability to work collaboratively and lead change, especially in a remote context.	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 and establish positive working relationships on a national geographic scale with external stakeholders	D
Relevant professional qualification (e.g. IDVA, ISVA)	D
Strong understanding of how to manage and lead others	E
Strong understanding of how to effectively manage and lead a team across a large geographic scale	D

At Galop, we believe that life should be safe, just and fair for all LGBT+ people, and that includes our staff in the workplace. We believe in equity and understand the importance of inclusion for staff with a wide range of lived experience. No matter your age, race, faith, orientation, gender identity, disability, or class, we want you to feel welcome here. To that end Galop has a multi-year Equity, Diversity, and Inclusion plan in place, currently focusing on equity and inclusion for Trans and BAMER members of staff. We are committed to listening and learning, and to constant improvement. We believe it is our job to make sure that all our staff, particularly those from minoritised backgrounds, feel welcome, safe, and able to thrive at Galop.

Location

This is a remote post, working from home.

The role will include travel to our London building and occasional travel across the UK.

Hours

Full Time (35 hours per week)

Contract

Permanent

Line manages

Advocates and caseworkers

Reports to

Head of Advocacy and Support

Salary

£36,590.97 - £39,743.06

Closing Date

Applications should be submitted by **10:00am on 1st April**

First round interviews will be held **10th April**

Questions?

If you have any questions or would like to discuss the role further prior to application, please contact our Head of Advocacy & Support, Hayley O'Sullivan at hayley.o@galop.org.uk