



# Application Pack

*Embrace. Empower. Educate.*

|             |                      |
|-------------|----------------------|
| Role:       | Support Line Manager |
| Hours:      | 32 Hours             |
| Salary:     | £36k-£40k            |
| Reports to: | CEO                  |

We are committed to ensuring an accessible and inclusive recruitment process. If you would prefer to apply using an alternative format - such as a video application or another method that better suits your needs, please contact [recruit@mermaidsuk.org.uk](mailto:recruit@mermaidsuk.org.uk). We will be happy to support you and make suitable adjustments.

[Mermaidsuk.org.uk](https://mermaidsuk.org.uk)

Recruitment enquiries: [recruit@mermaidsuk.org.uk](mailto:recruit@mermaidsuk.org.uk)

This job description is in Arial size 12 font. Should you require this description to be sent in a larger size or read out to you, please contact 0800 801 0400 or email [info@mermaidsuk.org](mailto:info@mermaidsuk.org)

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## A little bit about us...

'We use 'trans' as an umbrella term for people that are binary trans, non-binary, genderqueer, genderfluid, agender or of other non-cisgender genders, including those of non-Western origin.'

## The Charity

Mermaids has been supporting trans children, young people, and their families since 1995. Mermaids has evolved into one of the UK's leading LGBTQ+ charities, empowering thousands of people with its secure online communities, local community groups, helpline services, web resources, events, training, policy and stakeholder engagement and residential weekends.

We also seek to educate and inform wider society on gender identity by helping professionals accommodate and reassure gender diverse young people. Over the years, we've seen many changes in the language and understanding surrounding gender issues, but one thing remains the same: trans children deserve the freedom and confidence to explore their gender identity wherever their journey takes them, free from fear, isolation and discrimination.

## What You Can Expect

In supporting our mission to create lasting, positive change for trans people, now and for generations to come, you will receive our full support to thrive in your role. This includes comprehensive training, opportunities for professional development, a contributory pension, generous holiday entitlement, access to external supervision, and a range of additional benefits.

## Message from the CEO

Thank you for your interest in the role of Support Line Manager with Mermaids. This is a truly exciting time to join the charity; there's no other organisation like Mermaids. Whatever you do here you will be supporting our work to achieve our mission and make positive change for transgender, non-binary, gender diverse children and young people for generations to come. Given the challenges facing young transgender people on numerous fronts, it is more important than ever for the charity to step up.



If you want to be involved in one of the most significant civil rights movements of our time, then this is where you need to be. This role will be responsible for leading and managing the day-to-day operations of the charity's helpline (telephone and webchat) services, and our online forum, ensuring the delivery of safe and high-quality emotional support, information and signposting to service users.

I joined the organisation as Chief Executive Officer in November 2025, bringing with me a long-standing commitment to youth advocacy and inclusive leadership. Supporting trans, non-binary and gender-diverse young people is central to my work. Throughout my career, I have championed policies that promote safety, dignity and equal access to opportunities, and I continue to listen closely to the communities we serve to ensure their experiences guide our direction. I am dedicated to fostering a culture of respect, belonging, and meaningful change for all young people.

If you have the passion and drive to help us achieve our vision. I look forward to hearing from you and, hopefully, joining us soon.

Yours,  
Jo Hardy  
CEO

# Role Profile

## Support Line Manager

The young people, children and families that we support are at the heart of everything we do at Mermaids. The work that we do has significantly expanded and we now need a highly effective and experienced Support Line Manager to join the organisation. The role is a core part of the our management team and will lead and manage our support line services.

Mermaids is an equal opportunity employer. We encourage applications from those with lived experiences (directly or indirectly) and/or close ties to the LGBTQ+ community. We actively support and encourage people from a variety of backgrounds and experiences to join us and shape what we do. We are particularly keen to receive applications from BPOC (black and people of colour) and/or disabled and trans candidates.

### Key Objectives

The Support Line Manager's key objective is to play a primary role in supporting frontline staff, overseeing risk management, and contributing to service development that reflects the needs of the communities the charity serves. You will be responsible for leading and managing the day-to-day operations of the charity's helpline (telephone and webchat) services (Mermaids Support Line), and our online forum, ensuring the delivery of safe and high-quality emotional support, information and signposting to service users.

### Key Responsibilities

- The role is a manager's position and will be responsible for overseeing multiple projects & their budgets and may line manage several people. Alongside the post requires the manager to oversee and manage a large number of volunteers.
- Managers are responsible for planning a programme of work or the work of others

over an annual cycle to ensure delivery against operational plans. They will contribute and collaborate on operational planning. They are broadly responsible for generating their own work, in partnership with the CEO/COO.

### General Responsibilities

- Be responsible for the service delivery of our boundaried helpline (telephone & webchat) services and oversee the management and development of our call handling service, CRM systems and our forum and online platforms.
- Oversee policies and procedures relating to our Support Line and working with other managers to oversee pan-delivery procedures.
- Work with the CEO and Support Line Supervisor to review our service remit ensuring best practice and an effective use of resources.
- Act as the organisation's Deputy Designated Safeguarding Lead (DDSL) including delivering safeguarding training to staff & volunteers and collating reporting data.
- Drive future development, supported by data analysis and strong understanding of our users needs.
- Lead on the implementation of in-service monitoring and evaluation mechanisms and work with the Monitoring and Evaluation Officer on data collection processes with clear monitoring against agreed KPIs and targets.
- Lead on the development, implementation and review of a range of quality assurance mechanisms.
- Work with the fundraising team and funders to support development and reporting on fundable projects.
- Manage and support the Support Line Officers and Support Line Supervisor along with the Support Line Volunteers. Work with Senior People Manager to recruit and train Support Line Volunteers to help deliver our helpline offer.
- Embed a positive culture which embraces equality, diversity, accessibility and inclusion.

Flexible working and some evening and weekend working will be required in line with our service hours which are subject to revisions:-

Monday - 10.30am-6pm

Tuesday - 1.00-8.30pm

Wednesday - 10.30am-6pm

Thursday - 1.00-8.30pm

Friday - Closed

## Person Specification

### Support Line Manager

**You should be able to demonstrate that you meet the following criteria:**

E = Essential

D = Desirable

**Measured by:**

A = Application Form

I = Interview

| QUALIFICATIONS & RELEVANT EXPERIENCE |                                                                                                                                            |  |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|--|
| E                                    | Proven experience managing or supervising support/advice services, helplines, or similar frontline roles.                                  |  |
| E                                    | Demonstrable experience/ understanding of the technical aspects of a helpline service                                                      |  |
| E                                    | Experience in implementing safeguarding procedures and managing risk/escalation protocols.                                                 |  |
| E                                    | Experience in monitoring and evaluation and impact; CRM management and data/ evidence gathering, delivery of KPIs and reporting to funders |  |
| E                                    | Inclusive leadership style with a commitment to equity and diversity.                                                                      |  |
| E                                    | Adaptable, proactive, and solution focused.                                                                                                |  |

| KNOWLEDGE & SKILLS |                                                                                                              |  |
|--------------------|--------------------------------------------------------------------------------------------------------------|--|
| E                  | Strong leadership and people management skills, including coaching, supervision, and performance management. |  |
| E                  | Awareness of issues affecting LGBTQ+ communities, particularly trans, non-binary, and gender-diverse people. |  |
| E                  | Understanding of confidentiality, data protection, and equality principles.                                  |  |
| D                  | Skilled in rota planning, resource management, and service monitoring.                                       |  |

# Key terms

**Place of Work:** Remote

**Contract Type:** Subject to 6 months' probation, this is a full time permanent position, 32 hours per week, 4 days a week (we operate a 4-day working week arrangement).

We are happy to discuss and explore flexible options and job share opportunities.

**Salary:** £34,000 to £38,000 depending on experience

**Annual Leave:** The full-time core holiday entitlement is 26.5 working days.

**Pension:** Mermaids will contribute 6% of salary to the Mermaids pension scheme, 2% will be automatically taken from your salary as the employee contribution.

**Benefits:** All staff members receive the following benefits:

- 4-day week (32 hours)
- Remote working
- Increased annual leave based on length of service (an additional 1 day per year up to a maximum of 4 days)
- Bank holiday flexibility (can be worked if preferred)
- Christmas closure
- Birthday leave
- Access to a GP 24/7, an employee assistance programme and external supervisors
- Health cash plan (the ability to claim back medical and dental costs)

**Probation & notice:** The post is subject to a six-month probationary period. During this period, you will be entitled to receive, and are required to give, at least one weeks' notice of termination, which must be in writing. After successful completion of your probationary period, you are entitled to receive one month's notice and are required to give three months' notice of termination, which must be in writing.

# The selection process

## How to apply

Send your completed application form and CV to [recruit@mermaidsuk.org.uk](mailto:recruit@mermaidsuk.org.uk) with Youth Advocacy Manager in the subject title.

Please include hyperlinks in the letter to relevant material and add all social media accounts to the body of the email.

Deadline for applications: The final day for applications to be sent to us is Tuesday 8<sup>th</sup> September, 9pm. Please note that the charity reserves the right to offer the position to an individual before the deadline has lapsed, so we would recommend that you do not wait for the deadline to apply if you are interested in this role.

Interview date: Round 1 – 15<sup>th</sup> September and Round 2 – 22<sup>nd</sup> September TBC

Start date for the role: subject to when you can start.

## Safeguarding

Mermaids is committed to safeguarding and promoting the welfare of children, young people and adults at risk, and this is a responsibility that is shared by all members of staff and volunteers across the Charity. The successful candidate will be subject to reference requests, safer recruitment checks and will be required to pass a Basic or an Enhanced Disclosure and Barring Service (criminal records) check.

## Data Collection and Protection

We treat personal data collected during the recruitment process in accordance with Data Protection legislation.