Reports to: Chief Executive Officer

Direct Reports: Partnerships Manager, Advice Quality Manager, Contracts and Compliance Manager

Salary: £42,500/annum

Working Hours: Full time 35 hours

Length of Contract: 1 year with possibility of extension depending on funding

Location: 28 Commercial Street, London E1 / 52 Old castle street, London E1 7AJ

For over a century Toynbee Hall has fought against poverty and inequality in East London and beyond, and today remains an even more vital resource for young and older people, families and the wider community.

We pride ourselves on putting people and communities at the heart of everything we do, from shaping our services to building our evidence base; from co- creating new ideas to speaking truth to power.

We enable people to tackle the things that stop them from taking opportunities and fulfilling their potential: whether that is debt, their wellbeing, financial exclusion or other injustices; and we use our learning to influence essential social policy and practice, challenging the systemic barriers that hold people and communities back and coming up with new solutions to age old problems.

At the heart of our work is providing high quality, face to face support and advice for people and families up against the real day to day challenges of debt and financial distress which are the product of the realities of living in a London where too many lives are still blighted by poverty, inequality, high costs and uncertain income.

We are now looking for an experienced, passionate and highly motivated senior leader to join Toynbee Hall to oversee our London wide debt advice partnership, to ensure that the highest quality of support is available to people and families in communities across the capital whenever they need it.

It is an incredibly important time for us, and for this role. We’ve led the London wide Capitalise Partnership for the past 5 years, and developed a strong and successful model, helping thousands of people each year, and improving outcomes and quality throughout that time.

Our priorities for the service and the partnership are to keep improving and developing it. We want to:

* Build and reinforce quality, and have just recruited a specialist team to help us ensure that the highest standards are met and maintained across the partnership
* Embed our leading knowledge and learning on financial health and capability within the London wide advice service, moving away from one off transactional support, to equipping people to better manage their finances in the future
* Listen to those with lived experience of debt and low income, and let them genuinely shape and inform our service
* And to embrace the possibilities of digital and telephone advice, to further enhance our existing face to face offer.

We are currently in the process of retendering for the London wide contract for a further 3-5 years. In order to succeed we need to demonstrate that we can run and exemplary partnership, delivering great outcomes, and really shape and define what good debt advice looks like in the future. If you think you can lead us through this vital next 12 months, and – if we take the right steps now – ensure that if we are successful in our re-tender to build on the partnership’s achievements to date, we’d be delighted to hear from you.

In return, we offer the chance to be part of one of London’s most informed and active charities working with people and communities on low income; a great team of passionate, experts who work tirelessly to improve lives in London; and a place where we actively welcome new ideas, strong insights and innovation to drive us forward.

Job Purpose:

Reporting to the Chief Executive, and leading a team of 3 direct reports, but with responsibility for a partnership embracing around 30 other organisations, and many expert professional and volunteer advisers, you will oversee the day to day management of the London-wide debt advice partnership. Once we know the outcome of the tender bid (in early 2019) the job will then be about planning, developing, resourcing and delivering on the next phase of the partnership.

**Key responsibilities**

Specifically the responsibilities will include:

Leading the partnership

* Ensure all partner organisations are clear about their role, remit and part they play
* Supporting your team to create a culture of high performance across the partnership
* Analysing and understanding the needs of partners and the communities they work with
* Being visible to the partners, building trust and co-operation, with clear and regular communication

Delivering and reporting on outcomes for Londoners

* Using the data driven from within the partnership and externally to set and create strategies to achieve targets for delivery
* Working with partners and others within Toynbee Hall to shape delivery for key target audiences, as determined by funders or resulting from analysis of the evidence
* Working with data analysts to prepare regular reports on progress for funders, and other audiences, demonstrating the progress of delivery across the partnership and identifying quickly any gaps and action needed

Embedding Quality

* Setting and embedding a clear set of quality standards, shaped with input from partners and those with lived experience of debt
* Developing the debt advice offer available across the partnership so that it meets the needs of Londoners now and in the future
* Ensuring that financial health and capability are effectively built into the debt advice model across the partnership
* Work with the Quality Manager and Quality Officers to ensure that all Partners are compliant and sharing best practice.

Managing relationships

* Building the trust and confidence of our key funder the Money Advice Service (part of the Single Financial Guidance Body); with clear communication, visibility and a commitment to meeting the agreed outcomes in an effective and efficient way
* Ensuring the partners are clear about their responsibilities and have the support and backing they need to meet the needs of Londoners effectively
* Working effectively with Toynbee Hall’s other service leads, to ensure that our quality offer permeates through all of our operational areas and we create a coherent and well established approach to delivering and measuring quality advice
* Working closely with other organisations with an interest in good advice provision

Financial Management

* Work with the Contracts and Compliance Manager and the Financial Director to prepare budgets and proposals to ensure that the project is properly funded.
* In partnership with the Contracts and Compliance Manager ensure that Partners are claiming in line with the agreed budget and that any underspend or overspend is closely monitored and explained to MAS.
* Process invoices received from Partners and query any areas that deviate from the agreed methodology.

Shaping the future

* Setting out a road map with partners for how we further embrace and develop a quality digital advice offer, and enhancing our partnership-wide phone advice service.

Leading within Toynbee Hall

* To be a key member of the Toynbee Hall Senior management team
* To lead the development of a culture of quality in debt advice and an exemplar of partnership management

**Person Specification**

Key Knowledge and Skills:

* Leadership – sustained (2 years minimum) experience of leading and creating high performing teams
* Communication – excellent written and verbal communication skills, recognising the diversity of partners and stakeholders
* Partnership Management – experience of leading high quality partnerships
* Experience of embedding Quality and Performance Management systems, in a hands on and inclusive way
* Technical knowledge of advice, debt and financial health, and how they play a part in helping people and communities break out of poverty, gained through delivery and / or qualification would be advantage

Personal qualities

* Commitment to helping families and communities to break out of poverty
* Share Toynbee Hall’s values of being bold, enquiring and open
* People focused and accessible
* Willing to hold others to account and be held to account
* Willing to learn/receive and act on feedback

**Learning and Development**

Toynbee Hall provides all necessary induction and project training where necessary, and encourages and, where possible, supports the upgrading of appropriate skills and qualifications as well as other learning and development opportunities. All employees will receive regular support and supervision to facilitate their learning and development.

**Volunteers**

Volunteers are at the heart of Toynbee Hall’s work .The organisation is committed to involving volunteers in its continuous development and to offering volunteers the best of experiences. All Toynbee Hall staff members will be expected to support the volunteering ethos and to work alongside the volunteer team to promote and facilitate the involvement of volunteers wherever appropriate.

**Monitoring and Evaluation**

Toynbee Hall takes an outcomes and theory-based approach to its self-evaluation and monitoring. This means that the organisation is committed to gathering evidence of its effectiveness, and to using this information to learn, improve and communicate. All Toynbee Hall staff members will be expected to support this approach and to take part where appropriate in monitoring and evaluation planning and practice.