



## Banking and Insurance Advocate (1-year fixed term contract)

### Introduction

Surviving Economic Abuse (SEA) is the only charity in the UK dedicated to raising awareness of economic abuse and transforming responses to it. Our work is informed by a group of women who are 'Experts by Experience'.

Founded in 2017, SEA is a new charity which is already making a significant impact. As a direct result of our work, economic abuse is named within the statutory definition of domestic abuse in the draft Domestic Abuse Bill.

Our four strategic priorities focus on awareness-raising, professional responses, systems change and policy influencing.

### About the Banking and Insurance Advocate role

Surviving Economic Abuse (SEA) and Money Advice Plus (MAP) jointly run the Domestic and Economic Abuse Project (DEAP).

We have received Home Office funding to support banks and building societies implement a new Financial Abuse Code of Practice. SEA advised on the development of the Code which was launched by UK Finance in October 2018. In December, we organised a banking confidence to explore how the Code can be rolled out.

We are now seeking to recruit a national Banking and Insurance Advocate to develop this work further. The Advocate will work closely with banks and building societies and their professional bodies, whilst also supporting victim-survivors of domestic (including economic) abuse to engage with them.

This role contributes to SEA's work of transforming the response to economic abuse through professional responses and systems change.

## Job description

The role of the Banking and Insurance Advocate is to:

### Financial services industry

- Provide a national advice service to banks and building societies as they roll out the new Financial Abuse Code of Practice.
- Coordinate deliver training so that bank/building society staff members are better able to understand and support customers.
- Oversee and support the development of a toolkit for banks and building societies to guide their interactions with customers.
- Oversee the launch of a best-practice award for banks and building societies.
- Liaise with UK Finance, the Financial Ombudsman and other industry/regulatory bodies.
- Work to influence the 'vulnerable customer' agenda within the financial services industry more broadly.

### Insurance

- Supporting our developing work around insurance and economic abuse

### Customers

- Contribute to the development of resource sheets for victims of domestic and economic abuse on how they can engage with banks/buildings societies and what the banking industry can do to support them via the Code of Practice.
- Ensure that women with lived experience of economic abuse inform the design and delivery of this work.
- Contribute to the development of a communications plan in support of this activity.

### Project management

- Provide regular updates on progress to SEA Director and Trustees and report on final outcomes.
- Ensure all work is undertaken in accordance with SEA's policies and procedures.

### The Banking and Insurance Advocate

- Reports to the Director
- Manages the Privately Owned Housing Advocate and the Domestic Violence Debt Advocate.
- Works closely with the Information and Resource Officer, the Communications Officer and the 'Experts by Experience' Group (EEG).

Knowledge	
An understanding of issues affecting victim-survivors of domestic violence and economic abuse specifically	Essential
Knowledge of the banking/personal finance sector	Essential

Skills	
Excellent verbal and written communication skills	Essential
Ability to work on a self-supervision basis, prioritise own work and meet deadlines	Essential
Ability to work effectively as a member of a team	Essential
An ability to use initiative, patience and perseverance to help resolve problems.	Essential
Experience	
Line management experience	Essential
Experience of systems and policy influencing	Essential
Experience of providing training	Essential
Experience of working with victim-survivors of domestic abuse	Essential
Experience of working within the banking/personal finance sector.	Desirable
Experience of working with vulnerable customers	Desirable
Qualities	
Strong interpersonal communication skills and experience of interacting with a diverse range of people/groups	Essential
A commitment to the <u>values and ethos</u> of SEA	Essential

#### Terms and conditions

The position of Banking Advocate is offered full-time (37.5 hours a week) on a 12-month fixed term contract. The position may be extended in the future subject to funding. The position is home-based and involves regular travel to London.

SEA is offering a salary of £30,000 and membership of a pension scheme with a contribution of 3 per cent from SEA.

This post is open to women only and is exempt under schedule 9 (Part 1) of the Equality Act 2010.

For an informal discussion about the role, please contact Nicola Sharp-Jeffs (SEA Director)

[Nicola.Sharp@survivingeconomicabuse.org](mailto:Nicola.Sharp@survivingeconomicabuse.org) / 07551 783193

#### Application

Please submit your CV with a supporting statement which should address how you meet the knowledge, skills, experience and qualities set out in the job description and person specification to: [info@survivingeconomicabuse.org](mailto:info@survivingeconomicabuse.org).

The deadline for applications is 9am on 25 March. Shortlisted candidates will be invited to interviews taking place in London on 29 March.

SEA is a registered charity number 1173256