



Registered charity number 1173256

Job Title:	Financial Services Specialist
Reporting to:	Head of Specialist Economic Abuse Services Team
Location:	Home Based, London or surrounding area
Salary:	£26-28,000 (Band B)
Contract:	6 Months (with a view to extend)

Background

Economic abuse is a form of coercive and controlling behaviour: 95% of women who experience domestic abuse will experience economic abuse. It limits their choices and ability to access safety.

Surviving Economic Abuse (SEA) is the only UK charity dedicated to raising awareness of economic abuse and transforming responses to it. Our vision is a world in which all women and girls are economically equal and live their lives free of abuse and exploitation.

We work in partnership to ensure women have access to and control over their own economic resources. We focus on four strategic priorities: public education and awareness-raising; transforming professional responses; ensuring systems do not inadvertently facilitate economic abuse; and influencing policy.

Our work is led by victim-survivors of economic abuse (Experts by Experience): their lived experience and knowledge shapes everything we do. We are always learning, and we share our expertise via a national working group and an international network of practitioners, researchers, and policymakers.

Founded in 2017, we are purposeful and agile in approach. We led the successful call to recognise and define economic abuse within the Domestic Abuse Bill. This has created a framework and momentum for change. Our aim now is to ensure that policy and practice recognises economic abuse so that victim-survivors are supported to achieve economic justice and abusers are held accountable for their behaviour.

About the Financial Services Specialist role

This role has national coverage and will work closely with financial services (including banks and building societies, insurers, pension providers, utility providers etc.) and their professional and regulatory bodies to highlight economic abuse and the impact products/practice/policy on victim-survivors.

The role has a two-tiered focus:

- Providing information and guidance to professionals within the financial services sector to engage with and respond to victim-survivors of domestic (including economic) abuse.
- Monitoring and responding to policy developments within the financial services sector, ensuring that systems support the economic and physical safety of victim-survivors.

Key responsibilities

Practice

Banks and building societies

- Provide specialist guidance to banks and building societies as they implement the Financial Abuse Code of Practice introduced by UK Finance.
- Coordinate and deliver training so that bank/building society staff members are better able to understand and support customers.
- Facilitate the referral of victim-survivors accessing local domestic abuse services into national banking customer vulnerability/specialist domestic abuse teams to address issues.
- Oversee and support the ongoing development of a range of resources for: banks and building societies to guide their interactions with customers; and for customers to guide their interactions with banks and building societies.

Insurance, pensions, utilities etc.

- Raise awareness about how economic abuse is experienced by victim-survivors within the wider financial services sector (via products, practice) with individual firms, industry bodies and regulators.
- Develop and deliver training to these stakeholders and offer specialist guidance in their interaction with customers.
- Identify the need for resources for professionals working to support customers in the financial services sector, as well as resources to support victim-survivors to engage with the financial services sector.

Policy

- Liaise with UK Finance, the Financial Ombudsman, the Financial Conduct Authority, the Association of British Insurers, the Chartered Institute of

Insurers, the Money and Pensions Service and other relevant industry/regulatory bodies to facilitate and advocate for cross-industry implementation of best practice in responding to victim-survivors of economic abuse.

- Consult on and respond to national policy consultations linked to responding to vulnerable customers within the financial services sector.

Cross-cutting

- Ensure that women with lived experience of economic abuse inform the design and delivery of the financial services program of work.
- Contribute to the development of a communications plan in support of this activity, including producing a monthly newsletter to share with industry highlighting activities and developments.
- Work closely with members of the Specialist Economic Abuse Services team to coordinate and support each other's work.
- Work alongside the Evaluation Officer to monitor the impact of this work, providing regular feedback on and insight into its development.

General duties

- To take on additional tasks from the Head of Specialist Economic Abuse Services Team, Head of Policy and Influencing and CEO from time-to-time.
- To contribute to the promotion of SEA and its work.
- To participate and contribute to team meetings and organisational development.
- To engage in learning and take responsibility for your own personal development; and
- To comply with SEAs policies and procedures and legal requirements, such as provisions set out in the GDPR, Health and Safety at Work Act 1974 and Equality Act 2010.

Person specification

To apply for this position, you should have the following skills and experience:

Essential skills and experience

- A strong understanding of issues affecting victims of domestic violence and an understanding of what economic abuse is.
- A strong understanding of the financial services sector, including banking, insurance, pensions, utilities etc.
- A strong understanding of the customer vulnerability agenda.
- Experience in the design and delivery of training.
- Proven skills in influencing practice and policy.
- Strong interpersonal skills and experience of partnership working developing effective working relationships with a range of stakeholders.

- An ability to use initiative, patience, and perseverance to help resolve problems - solutions focused.
- Excellent communication skills – oral and written.
- Strong organisational, multi-tasking and administrative skills; able to meet tight deadlines.
- Ability to work effectively as a member of a team.
- Strong IT skills including Word, Excel, data management and the use of virtual meeting software.
- Ability to travel across the London area on a regular basis (when restrictions for COVID-19 are removed); and
- A commitment to the values and ethos of SEA.

Desirable knowledge/skills

- Experience of frontline domestic abuse work.
- Experience of working within the financial services/customer vulnerability sector.
- An understanding of the third sector and how it works.

Additional specification

- This role is home-based. A laptop and telephone are provided, and travel expenses are covered.
- The team meets approximately once a month, virtually and in London.
- Due to the nature of our work and this role, appointment will be subject to satisfactory Disclosure and Barring Service (DBS) check and references.

To apply

Please submit your CV and a covering letter which demonstrates how you meet the criteria set out in the person specification to:

recruitment@survivingeconomicabuse.org

For an informal discussion please contact:

christina.govier@survivingeconomicabuse.org / 07554 179 556

Deadline for applications: 5.30pm, Monday 21st September

Interviews: Tuesday 29th September via Zoom.