Senior Financial Services Specialist (Maternity cover)

Welcome! Thank you for your interest in Surviving Economic Abuse. We are delighted to hear from you.

Surviving Economic Abuse is the only UK charity dedicated to raising awareness of economic abuse and transforming responses to it. Since we were founded in 2017, we have successfully campaigned to outlaw economic abuse as a form of coercive control, raised awareness and driven lasting systemic change for victim-survivors. But there is still so much more to do. Our exciting new three year strategy sets out our ambitious goals to drive impact at scale for victim-survivors.

We are now looking for an exceptional candidate to lead some of our financial services relationships and consultancy work and support SEA in its mission to raise awareness of economic abuse and transform responses to it within the financial services sector.

At SEA we put the lived experience of victim-survivors at the heart of all that we do, including our work with financial services firms. You will be a subject matter expert on customer vulnerability and financial services firms' regulatory requirements, as well as having a thorough understanding of industry rules and good practice. You will combine this with experience of working with vulnerable customers, including victim-survivors and bring expertise on economic abuse to ensure this is embedded within financial services' firms' responses.

Working closely with colleagues across SEA, you will foster and maintain relationships across the financial services sector, seeking opportunities to generate income for the charity and supporting our Head of Financial Services to deliver lasting change and impact.

Together we can transform financial services, in practice, product and process, and save lives. We very much look forward to receiving your application.

Sam Smethers, Chief Executive

Senior Financial Services Specialist

Job Title:	Senior Financial Services Specialist (maternity cover)
Reporting to:	Head of Financial Services
Location:	Home-based with travel as required
Salary:	£43,000pa FTE
Contract:	Full-time (35 hours). One year maternity leave cover (with possibility of extension)

What we offer

- 25 days annual leave, plus 5 Wellbeing Days and Statutory Bank Holidays
- Working from home
- Flexible working and TOIL
- 5% Employer Pension Contribution
- Reflective practice
- Employee Assistance Programme
- Enhanced sick pay, family leave (inc 13 weeks full and 13 weeks half maternity, adoption, or kinship care pay, and 4 weeks paid paternity leave), and 5 days paid carers leave.
- The chance to be part of our highly professional, supportive team

About SEA

We are the only UK charity dedicated to raising awareness of economic abuse and transforming responses to it. **We work to save lives and stop economic abuse forever.**

Our vision is a world in which all women and girls achieve economic equality and can live their lives free of abuse and exploitation. Not only surviving but thriving.

Our mission is to raise awareness of economic abuse and transform responses to it.

To achieve this, we must ensure that the policies and practices of financial services firms, domestic abuse support services, public services and government reflect the needs of all victim-survivors of economic abuse.

We are committed to centring victim-survivors in all that we do and broadening our understanding of the needs of survivors, particularly those who are marginalised within society. We work alongside the Experts by Experience - a group of victim-survivors whose voices and experiences shape our work.

Our primary focus is on influencing the women's, public and financial services sectors, to create a model for improved support for victim-survivors of economic abuse, calling on government to facilitate these changes and work with them to improve their systems and practice. To find out more about our story and journey since we were founded in 2017, please visit https://survivingeconomicabuse.org/about-us/our-story/

Our values

- **We are purposeful** - everything we do is driven by our passion to make the world a safe and equal place for women.
- **We learn and share** - our team is curious, reflective, always learning and eager to share its expertise.
- **We work in partnership** - We know that we can only achieve our goals if we work alongside others – our colleagues, the women who inspire our work and our partners.
- **We are agile** - We are creative in meeting the challenges that must be overcome to create change.
- **We believe** - Our work is centred on survivors of economic abuse: their experiences and knowledge shape how we respond.
- **We value equity** - We believe in fairness and justice and we focus on removing barriers caused by systemic inequalities.

About the role

Main Responsibilities

Consultancy development

Working alongside the Head of Financial Services, you will:

- Take a lead on some consultancy contracts and support the Specialists to deliver consultancy services which transforms the way financial services are currently responding to domestic including economic abuse.
- Support the Head of Financial Services and wider SEA team to develop a consultancy model which embeds good practice and can be replicated across financial services firms, ensuring good and fair outcomes are achieved for victim-survivors.
- Hold a portfolio of relationships with financial services firms and proactively seek opportunities to generate earned income for the charity which also leads to meaningful change.
- Develop consultancy proposals which meet the needs of financial services firms, victim-survivors and is aligned with SEA's strategy.
- Develop and maintain a steady pipeline of earned income to grow and develop SEA's consultancy income.

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Supporting good practice

You will work directly with financial services firms, sector bodies and the regulator, and support the team to raise awareness of economic abuse and transform their responses to victim-survivors. You will:

- Work with firms to create innovative solutions to economic abuse, ensuring their products and services do not inadvertently facilitate abuse and they are providing support to survivors in line with SEA's interpretation of regulatory guidance and good practice.
- Provide high-quality consultancy services to financial services firms ensuring they can recognise and respond safely to victim-survivors of domestic including economic abuse.
- Work with firms to embed responses to economic abuse in their strategies and processes.

- Use latest research, evidence and cutting-edge policy and practice across the women's sector and financial services sector to provide high-quality advice, problem-solving and practical support to firms.
- Hold workshops, create customer journeys and conduct gap analyses, seeking opportunities for firms to improve outcomes for victim-survivors.
- Write reports, create presentations and provide feedback on key findings.
- Support financial services firms with the implementation of the Economic Abuse Evidence Form and provide tailored guidance and support on individual cases.
- Work with the External Affairs team to develop resources for the website tailored for financial services firms.
- Contribute to the Financial Services Expert by Experience quarterly meetings, ensuring survivors are kept abreast of SEA's work within financial services and are consulted on policy and practice work within financial services.
- Write and deliver the Financial Services monthly newsletter, ensuring strategic alignment to SEA's change goals and work with financial services.
- May be required to line manage and oversee the work of Financial Services Specialists.

Influencing industry policy

Your knowledge and insight will support SEA's broader industry policy influencing. You will:

- Work with the Head of Financial Services and the Public Affairs team to contribute to briefing papers and good practice guides from insight gained working closely with financial services firms.
- Support the Head of Financial Services to hold a range of relationships with key industry stakeholders such as sector bodies and regularly liaise with them to encourage and seek opportunities for innovative solutions for victim-survivors.
- Act as a representative for SEA at external meetings, conferences and workshops.
- Support the work of the External Affairs team in influencing national policy on economic abuse when required, providing insights and opportunities as they arise.
- Actively stay abreast of financial services policy and regulation as it develops and evolves.

Training and mentoring

- Ensure financial services training is kept up to date with the latest research and data, survivors' lived experience, as well as bespoke knowledge and insights relevant to financial services.

- Promote SEA's training to firms, proactively generating income for SEA and working with the Impact, Frontline Practice and Research team to follow-up on leads.
- Maintain relationships with firms following training to support and influence best practice that may arise.
- Provide coaching and support to team members, including quality assurance, to maintain SEA's high-quality responses and support within financial services

General duties

As a member of the SEA team, you will:

- Ensure SEA's consultancy is delivered on time and to a high professional standard.
- Seek opportunities to develop and grow SEA's consultancy offering, working closely with the Head of Financial Services and Head of Income to secure client contracts, maintain relationships and provide content for proposals as required.
- Work alongside SEA's Survivor Engagement Specialist and the Experts by Experience group of victim-survivors to deliver inclusive design workshops when required.
- Take on additional tasks from the Head of Financial Services as required.
- Contribute to the promotion of SEA and its work. Be a champion who seeks to encourage and motivate financial services firms to adapt strategies and policies which transform responses to economic abuse.
- Utilise Salesforce Customer Relationship Management (CRM) system (training will be provided) to record all activity with financial service's firms contacts accurately and keeping information up to date.
- Participate and contribute to team meetings and organisational development.
- Engage in learning, stay up to date on relevant news and publications and take responsibility for personal development; and
- comply with SEA's 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.

This role description is not exhaustive. The postholder may be required to take on additional duties which are not specified here but which are in scope of the role.

Person specification

Essential experience

- Strong track record of working with financial services/supporting vulnerable customers and/ or experience of working with victim-survivors.
- Providing advice and support related to complex issues, such as safeguarding.
- Experience of mentoring and coaching a team/colleagues.
- Experience of influencing practice and/ or organisational/industry/government policy.
- Experience of delivering presentations and developing effective working relationships with a range of stakeholders.
- Experience of leading on projects and initiatives to improve responses and/or outcomes for vulnerable customers.

Desirable experience

- Previous line management experience is desirable but not essential.

Essential knowledge and skills

- A commitment to the values and feminist ethos of SEA.
- A strong understanding of economic abuse, the ability to consider financial services and products through the lens of economic abuse.
- An excellent understanding of Financial Services rules and regulations and the customer vulnerability agenda and how different vulnerabilities intersect with economic abuse.
- Strong interpersonal skills: experience of maintaining effective working relationships with a senior stakeholder including product and business area leads within corporate organisations.
- Excellent communication skills – oral and written – with attention to detail.
- Strong organisational, multi-tasking and administrative skills; able to meet tight deadlines.
- Ability to work independently and motivate colleagues in a fully remote environment.
- Agile and adaptable with a creative approach, a "can do" attitude and a readiness to adapt to new, evolving ways of working.
- Strong IT skills including Word, Excel, data management and the use of virtual meeting software.

Working arrangements

- Candidates must have the right to live and work in the UK. All posts, including remote posts, must be based in the UK.
- This role is home-based, but you should be willing to travel regularly to London to meet with donors/prospective donors.
- A laptop and mobile phone are provided, and reasonable travel expenses are covered.
- The whole SEA team meets virtually on a weekly and monthly basis, with in-person meetings 3-4 times per year.
- 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 apply on-line at: https://survivingeconomicabuse.org/jobs-at-sea/

If you would like an informal discussion about the role, please contact recruitment@survivingeconomicabuse.org.

Applications close at 11.59pm on Wednesday 20th May 2026 (extended from 7th May).

Interviews are scheduled to take place virtually via Teams week beginning 1st June.

We will guarantee an interview to disabled candidates who meet the essential criteria for the role. Please indicate this on the application form when you apply.

SEA is committed to protecting your personal data in accordance with GDPR. By applying for this role, you consent to the processing of your personal data for recruitment purposes.

Surviving Economic Abuse (SEA) is committed to developing an inclusive team which reflects the diversity of the communities we support. Our culture celebrates diverse voices, and we particularly encourage applications from Black and minoritised applicants and disabled applicants who are under-represented at SEA.