



<b>Job title</b>	Debt Technical Supervisor	<b>Location</b>	DFA Locations across London/ Can be home based
<b>Department</b>	Debt Free Advice	<b>Length of contract</b>	Permanent
<b>Outreach Work Required</b>	N/A	<b>Safeguarding level</b>	Enhanced
<b>Reporting to</b>	Quality Assurance Manager	<b>Direct reports</b>	N/A
<b>Working Hours</b>	Full-time 35 hours per week	<b>Working Pattern</b>	Mon - Fri

### About Toynbee Hall

Based in the East End of London since 1884, Toynbee Hall is a charity working alongside people facing poverty, injustice, and inequality to build a fairer East London. We provide vital advice and support, working in partnership to tackle unfairness and ensure everyone has an equal chance to thrive.

We have recently launched a new strategic plan which reinforces that our purpose is to build a fairer future with an end to poverty, injustice and inequality.

We work towards this by:

- Addressing poverty and injustice through advice and support and influencing systemic change.
- Shifting power to people and communities affected by injustice and inequality.
- Collaborating to end poverty and build fairer systems and institutions. What we want to see in the world starts with our community and our organisation.

This means:

- Working together to build a thriving local community where people have the resources they need, feel their voices are heard and are optimistic about the future.
- Being a good employer, where people are treated fairly, feel engaged and empowered, and work together to achieve our shared vision.
- Acknowledging the role Toynbee Hall has historically played in civic society while recognising that our role now is to shift power, to be an effective partner, and to amplify voices that are less likely to be heard.

What we learn from our work in east London we use to inform and influence wider policy – working to influence change in structures, systems and policies.



### Directorate background

The Advice Services directorate at Toynbee Hall is central to our commitment to address and alleviate poverty in London and beyond. Specialising in debt, welfare benefits, legal support, and generalist advice, our directorate has proven instrumental in significantly enhancing the financial wellbeing of those we serve. Last year alone, our efforts helped individuals and families to be over £23 million better off, showcasing the direct impact of our work.

Our operational model combines direct service provision with a collaborative approach. We directly employ a number of advisors who deliver expert, impartial advice. Simultaneously, we lead a coalition of 15 partner charities—including local Citizens Advice Bureaus and law centres—where additional advisors are employed. This structure allows us to amplify our reach and effectiveness, ensuring that a comprehensive network of support is available to those in need.

By integrating direct support with strategic partnerships, the Advice Services directorate not only tackles immediate financial and legal challenges but also contributes to the broader goal of systemic change, enhancing economic security and community resilience across one of the most challenged demographics in the nation.

### Team background

The Debt Advice Team at Toynbee Hall provides crucial support to individuals and families struggling with financial burdens. Funded by the Money and Pensions Service (MaPS), this team delivers expert guidance and practical solutions to help clients manage and reduce their debt. The team's advisors are trained to navigate complex financial situations, offering tailored advice that empowers clients to regain control of their finances. Their work is vital in fostering financial resilience within the community, ensuring that individuals have the tools they need to achieve long-term financial stability.

### How we work

Our values are **Inclusive**, **Courageous** and **Empowering** and we expect everyone who works with us to work in a way that aligns with these values and to do their utmost to deliver our strategic objectives according to their role.

### Job purpose

To support Debt Advisers in their roles and ensure that the advice provided to overindebted Clients is accurate, effective and tailored to individuals' circumstances.

To support, and regularly audit delivery partner organisations, ensuring that they are prepared for external reviews of their service in line with their Grant Agreement.



### Scope of role

The Debt Technical Supervisor is responsible for supporting Debt Advisers to ensure the delivery of accurate, effective, and tailored advice to over-indebted clients. This role involves conducting debt-advice interview observations, reviewing case files, and identifying training needs for advisers. The Debt Technical Supervisor provides real-time support and constructive feedback, helping advisers navigate complex cases and ensuring they have access to the necessary resources and information. Additionally, the role includes auditing delivery partner organisations to prepare them for external reviews and supporting them in meeting compliance and quality standards. The supervisor will collaborate with the Quality Assurance Manager to promote best practices, address risks, and contribute to the continuous professional development of advisers.

### Key working relationships

- **Head of Quality and Compliance:** Liaise with the Head of Quality and Compliance to align on strategic quality initiatives and compliance requirements.
- **Quality Assurance Manager:** Report to and work closely with the Quality Assurance Manager to ensure compliance with quality standards and effective service delivery.
- **Debt Advisers:** Provide support, guidance, and feedback to Debt Advisers, helping them to improve their skills and maintain high-quality advice standards.
- **Delivery Partner Organisations:** Collaborate with partner organisations to ensure they are prepared for external assessments and comply with grant agreements.
- **Training and Wellbeing Manager:** Identify training needs and work with the Training and Wellbeing Manager to implement development programs for advisers.
- **Funders and External Partners:** Engage with funders and external partners to ensure alignment with project requirements and participate in relevant meetings and projects.
- **Recognising Excellence:** Work with Recognising Excellence, who externally audit our cases, to receive and act on feedback. Communicate this feedback to advisers and identify training opportunities to address any areas for improvement.

### Key Responsibilities

1. **Support Debt Advisers in their roles and ensure that the advice provided to over-indebted Clients is accurate, effective and tailored to individuals' circumstances.**
  - Conducting debt-advice interview observations
  - Undertaking debt advice file reviews
  - Identifying advisers' soft skill and technical training needs
  - Providing constructive feedback, and pastoral support, to advisers and their line managers
  - Providing real-time support to advisers, which will include but is not limited to providing guidance in complex matters and provide advisers with sources of information.
2. **Support, and regularly audit delivery partner organisations, ensuring that they are prepared for external reviews of their service in line with the Grant Agreement.**
  - Ensure partner organisation are kept up to date with the requirements for external assessments.
  - Supporting partner organisations with the preparation and review of files and documentation ahead of an external assessment.
  - Support partner organisations with the implementation of any remedial actions



following an external review and support advisors to identify suitable training to improve areas highlighted.

**3. Ensure project compliance and quality requirements are achieved.**

- Working closely with the Quality Assurance Managers to ensure Advisors based at delivery partners have a good awareness and understanding of the quality and service delivery requirements and have active involvement in the delivery of partnership events related to both quality improvement and CPD.
- Working collaboratively to share good practice in performance and quality improvement and to progress key priority areas of work.
- Escalating risks promptly and appropriately and contributing to wider monitoring and reporting requirements.

**4. Contribute to Team**

- Work to an agreed work-plan meeting targets and milestones
- Prioritise and manage your own workload
- Be an active member of the team, identifying opportunities for your development. Work in collaboration with our funder, and with colleagues from across their other funded organisations, contributing to key projects and meetings.
- Compliance with Toynbee Hall policies and procedures, including health and safety. Demonstrate financial efficiency and value for money throughout work.
- Ensure that all services comply with equal opportunities and other relevant policies and quality standards and good practice

**5. Other:**

- Travel across London as required, and occasionally the UK
- Undertake additional tasks as defined by the Quality Managers, Managing Director and Toynbee Hall's Senior Leadership Team.

**Person Specification**

The successful candidate will demonstrate:

**Essential Criteria:**

**1. Experience and Skills:**

- A minimum of two years' full time (2,220 hours) or equivalent part-time experience of delivering debt advice
- Hold a valid Money and Pension Service accredited qualification in debt advice
- Have recent knowledge and experience of specialist debt casework
- Ability to supervise, develop and motivate a team of Debt Advisers to achieve performance, quality and Continuous Professional Development
- Understanding of the issues involved in interviewing clients (all channels)
- Ability to analyse and interpret complex information and produce and present clear reports verbally and in writing in cross cultural settings.
- Ability to work with funders and (partner) organisations to earn and maintain the trust of the people with whom Toynbee Hall deals.
- Experience of the monitoring, managing and evaluation of projects and performance



- Have achieved the MaPS competency requirements for a Technical Debt Supervisor (or be working towards these) and have experience of monitoring casework for quality.
- Proven ability to work creatively to support change management using a solution-based approach that resolves issues and accomplishes goals
- Ability to lead and contribute to the team, including the ability to prioritise own work and the work of others, and take decisions in relation to service delivery and rota cover (if required)
- Ability to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best
- Ability to best use IT systems and packages in the provision of advice services, including Microsoft Office, Teams, and case recording tools eg AdvicePro

**2. Communication and Interpersonal Skills:**

- Ability to build and maintain positive relationships with all staff members.
- Excellent written and verbal communication skills.
- Competence in handling sensitive information with discretion and maintaining confidentiality.

**3. Personal Attributes:**

- High level of professionalism and integrity.
- Ability to work independently and proactively without supervision.
- Capacity to remain calm and effective under pressure, adopting a “find a solution, no blame” attitude.
- Open-minded, inclusive, and collaborative approach, seeking fresh and alternative perspectives.
- Commitment to empowering others by sharing knowledge and enabling action.

**4. Commitment:**

- Strong alignment with Toynbee Hall’s mission, strategy, and values.
- Willingness to participate in training and develop further understanding in areas such as safeguarding.

**Desirable Criteria:**

**1. Knowledge and Flexibility**

- Understanding of the role and objectives for MaPS funded debt project and the role of the Financial Conduct authority for Debt Advice
- Commitment to Toynbee Hall policy and processes and working flexibly across all Toynbee Hall’s services, including evenings and weekends (if required)