| Job Title: | Service Manager | Job Category: | Management |
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| Charity Name: | Flag DV | Direct report: | CEO |
| Location: | Newbury, Berkshire | Travel Required: | Local travel (mileage allowance) |
| Salary: | £32,320 | Email contact | Send your CV and a cover letter to |
| **Position Type:** | Full time | Date Posted: |  |
| Hours of work: | 35 hours 5 days a week | Application deadline: |  |
| Role Purpose | | | | |
| The Service Manager will oversee FLAG DV’s Legal Advice Clinic and Court Support Service, ensuring survivors of domestic abuse receive specialist legal guidance and practical support while navigating the family court system.  This role blends frontline delivery with team leadership — holding a caseload, managing staff, and acting as Designated Safeguarding Lead (DSL). The ideal candidate will bring strong organisational skills, a commitment to trauma-informed practice, and knowledge of domestic abuse and family law. We welcome candidates who are ready for a step up, and we will provide the support and supervision needed to grow into the role.  **About this role:**  This is a newly created post, developed as part of a wider organisational restructure. It replaces some responsibilities previously held by the now Director of Service Development & Engagement, who will provide a structured handover and ongoing support. A Deputy DSL will also support the postholder with day-to-day safeguarding.  We’re a small, passionate and growing team. This is a great opportunity for someone with strong experience to join a values-led charity and take the next step in their leadership journey. If you don’t meet every requirement but feel you have the right approach and transferable skills, we encourage you to apply. | | | | |
| **Key responsibilities** | | | | |
| **Court Support and Legal Advice Clinic Service Management**   * Line manage the Legal Advice Clinic and Court Support Team, ensuring effective, trauma-informed casework. * Lead on service delivery performance, recording, and evaluation — working closely with the Director of Service Development & Engagement. * Build strong working relationships with solicitors, barristers, and family court professionals. * Promote consistency of practice across services, including reflective supervision, wellbeing support, and safe case management.   **Direct Support for Survivors**   * Hold a small but meaningful caseload, providing one-to-one, trauma-informed support to survivors navigating family court. * Support clients before, during and after hearings, including:   + Attending court to provide moral support and take notes.   + Helping clients understand paperwork, safety measures, and their legal rights.   + Supporting completion of applications (e.g. child contact arrangements, non-molestation orders).   + Referring to legal advice clinics and ensuring clients feel informed and supported. * Ensure safeguarding and multi-agency referrals (e.g. MARACs) are made where appropriate. * Maintain accurate, confidential client records in line with GDPR and FLAG DV procedures.   **Safeguarding & Compliance**   * Act as the Designated Safeguarding Lead (DSL), ensuring policy is followed, risks monitored, and decisions logged/escalated. * Be the central point of contact for safeguarding concerns and support staff through these processes. * Maintain Level 3 Safeguarding training (support provided). * Work collaboratively with the Deputy DSL on day-to-day safeguarding. * Ensure compliance with GDPR, domestic abuse best practice, and FLAG DV’s EDI strategy.   **Monitoring & Reporting**   * Track service outcomes and prepare reports for the CEO and Board of Trustees. * Contribute to funding bids, service evaluations to ensure sustainability and impact. | | | | |

| **Person Specification**  We strongly encourage applicants from underrepresented backgrounds and welcome those who may be making a step up in their career. The following criteria are important, but we don’t expect candidates to meet every single point. We are looking for the right *person* as well as the right experience. | | |
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|  | Essential | Desirable |
| Experience and Knowledge | * Experience supporting survivors of domestic abuse * Experience delivering one-to-one support in emotionally demanding situations * Confidence in safeguarding and managing risk (children and vulnerable adults) * Experience managing or supervising staff (formal or informal leadership) * Knowledge of trauma-informed practice and the principles of survivor empowerment * Ability to explain complex processes clearly and compassionately * Strong verbal and written communication skills * Organised and able to juggle competing priorities under pressure * Experience working with confidentiality, GDPR and case recording systems | * Experience working within the family court process or civil legal settings * Experience preparing survivors for court hearings or liaising with legal professionals * Understanding of the Domestic Abuse Act * Experience contributing to service evaluations or funding reports * Qualification in management, safeguarding or working with DA survivors * Previous Designated or Deputy Safeguarding Lead experience |

**Skills and attributes**

* Compassionate, grounded, and resilient leadership style
* Commitment to equity, survivor empowerment, and trauma-informed work
* Able to work independently, with support, in a fast-paced environment
* Strong interpersonal skills, able to build trusted working relationships

**Personal qualities**

* Empathetic and professional in emotionally complex environments
* Proactive, organised and responsive under pressure
* Acts with integrity and respect with clients, partners, and colleagues
* Flexible and team-oriented — willing to support events and wider charity activities
* Optimistic about the possibility of growth and change

**What you'll get in return**

We provide meaningful benefits to support your wellbeing and development:

* **Clinical Supervision** – regular sessions to support resilience and emotional wellbeing
* **Professional Development** – including training in domestic abuse, family law, and supervision
* **Supportive and Trauma-Informed Culture** – prioritising psychological safety for staff
* **Flexible Working** – hybrid and flexible hours where possible
* **Annual Leave** – 25 days plus bank holidays
* **Pension Contributions** – with matched employer contributions
* **Influence and Input** – a voice in shaping services in a growing organisation

**FLAG DV is a trauma-informed organisation.**

Our work may be triggering for those with lived experience. Please only apply if you are living free from abuse. We are happy to offer a confidential conversation before applying if needed.

| Last Updated By: | Laura Hunter | Date/Time: |  |
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