

DOMESTIC ABUSE SERVICE MANAGER

APPLICANT INFORMATION PACK

June 2025



WELCOME

Dear Applicant,

Thank you for your interest in the position of Domestic Abuse Service Manager. On the following pages you will find more information about Switchboard, the role and how to apply.

Who are we?	Page 3
The role	Page 4
Key responsibilities	Page 5
Person specification	Page 6
Our projects and services	Page 7
How to apply	Page 8
Your Data	Page 9



PROUD SINCE '75

Who Are We?

In 2025 we celebrate our 50th birthday, and this landmark makes Switchboard Brighton's longest-running LGBTQ+ organisation.

This is an important and exciting time to be joining our growing charity, and our vital work has never been more needed.

Switchboard amplify, connect and support LGBTQ+ people across Sussex. We serve over 5000 people every year through our 'by and for' services.

Our Vision

is an inclusive and diverse society in which all LGBTQ+ people can realise their own unique potential.

Our Mission

as a charity run by and for LGBTQ+ people, is to work to understand and respond to the needs of all LGBTQ+ communities in Sussex. We do this by listening, informing, and developing.

THE ROLE

Reports to: CEO

Location: Brighton & Hove

Salary: £34,000-£38,000, depending on experience

Contract: Full-time / Permanent

Switchboard, a local LGBTQ+ charity based in Brighton & Hove, is seeking a passionate individual to lead a growing team of frontline domestic abuse practitioners across Brighton & Hove and Sussex.

This individual oversees the delivery of support services for survivors of domestic abuse, ensuring these services are effective, trauma-informed, and compliant with legal and safeguarding requirements.

This role is both strategic and operational.

Applications will be accepted up to Thursday 19th June 2025
Provisional interview dates are the 24th and 26th June 2025 at Switchboard's office in Brighton & Hove.

KEY RESPONSIBILITIES

Service Delivery

- Oversee day-to-day operations of domestic abuse services.
- Ensure services are trauma-informed, accessible, and culturally competent.
- Use data to monitor service outcomes, ensuring quality and impact.
- Interpret data for commissioners and reporting where required.

Team Leadership

- Line manage, support, and supervise a team of domestic abuse practitioners.
- Conduct regular supervisions, appraisals, and reflective practice sessions.
- Co-ordinate and facilitate regular team meetings, sharing feedback and learning to share with other colleagues.
- Foster a positive, supportive, and accountable team culture.

Safeguarding and Risk

- Act as Safeguarding Lead for the service.
- Ensure risk assessments (e.g., DASH), safety planning, and MARAC referrals are carried out effectively.
- Respond to safeguarding concerns and serious incidents in line with policy.

Partnership Working

- Build strong relationships with local authorities, police, health services, and other partners.
- Represent the service at MARAC, housing forums, and commissioning groups.

Strategy and Compliance

- Contribute to strategic development and implementation of policies.
- Ensure compliance with the Domestic Abuse Act 2021, GDPR, and local safeguarding protocols.
- Support grant applications, monitoring, and reporting.



PERSON SPECIFICATION

Equality, Intersectionality, and LGBTQ+ Awareness: Sound understanding of the principles of intersectionality and a strong commitment to inclusive practice, with specific awareness of the issues affecting LGBTQ+ individuals, particularly in the context of trauma, victimisation, and access to support services.

Criminal Justice System Insight: A thorough understanding of the criminal justice system and the effects of crime on victims and witnesses, with an ability to support individuals through complex justice processes.

Multi-Agency Collaboration and Partnership Development: Proven experience of developing and maintaining effective partnerships and referral pathways within a multi-agency, cross-sector, and legislative framework.

Management and Leadership: Demonstrable experience in a managerial or supervisory role, including the ability to lead, support, and motivate staff in a client-focused environment. Ability to provide oversight, performance management, and guidance to teams working under pressure.

Legislative and Policy Knowledge: In-depth knowledge of legislation relating to equal opportunities, diversity, inclusion, safeguarding, and risk assessment procedures. Ability to apply this knowledge in practice and promote an inclusive working environment.

Confidentiality and Legal Compliance: Practical understanding of confidentiality, professional boundaries, safe working practices, and the legal requirements for maintaining accurate records in line with the Data Protection Act and other relevant legislation.

Service Delivery in Dynamic Environments: Experience of working effectively in a challenging and changing environment with a strong emphasis on customer service, continuous improvement, and excellence in service delivery.

Crisis Management and Staff Support: Proven ability to manage crises and provide calm, solution-focused guidance and support in high-pressure or emotionally charged situations, including to staff managing vulnerable clients.

Communication and Interpersonal Skills: Excellent verbal and written communication, negotiation, and interpersonal skills, with the ability to interact professionally with a diverse range of individuals, agencies, and stakeholders.

Autonomous Working and Prioritisation: Capacity to work independently with minimal supervision, effectively managing workloads, prioritising tasks, and handling competing demands in an organised and methodical way.

Analytical and Problem-Solving Abilities: Skilled in gathering, analysing, and applying information from various sources to support problem-solving, ensure compliance, and report on performance and service quality.

Digital Literacy: Proficient in the use of IT systems, including Microsoft Word, Excel, and Case Management systems. Able to utilise digital tools to support team operations and service delivery.

OUR PROJECTS & SERVICES

Originally set up as a helpline in 1975, we've grown to deliver much more in response to needs we've identified.

This exciting new role will be supporting Switchboard to continue innovating, developing and delivering and developing services, by and for LGBTQ people in Sussex.

**Dementia
Support**

**Older
People**

**Training &
Consultancy**

**Trans &
Non-Binary
Social
Prescribing**

**LGBTQ
Night
Shelter**

**Helpline
01273
20 40 50**

**Engagement
& Research**

**Grief
Encounters**

**Domestic
Abuse**

HOW TO APPLY



If you are interested in this role, we would love to hear from you!

Please email luke.martin@switchboard.org.uk with a CV and cover letter of no more than 2 pages demonstrating how you meet the person specification.

Applications will be accepted up to Thursday 19th June 2025

Provisional interview dates are the 24th and 26th June 2025

PLEASE NOTE:

We recognise that Black and non-Black people of colour are under-represented in our team and we actively encourage applications from people from these under-represented groups. We value lived experience and unpaid work and labour in our recruitment processes.

All of our services operate from an explicitly trans inclusive standpoint. We believe trans people are who they say they are, non-binary identities are valid, and our services are focused on intersectional inclusion. Our service is for all genders and all LGBTQ sexual orientations. All employees and ambassadors of Switchboard are expected to represent these values in their work.

GDPR AND OUR APPLICATION PROCESS

DATA YOU SHARE WITH US

Any data that you share with us in your CV and supporting letter will be used for recruitment purposes only. We have a legitimate interest to some of this data in order to shortlist your suitability to the post.

WHO WILL SEE THE DATA

The only people viewing the data will be those receiving the application, those shortlisting for the post and those on the interview panel. Should you be offered the post, then the Administration Officer will then have access to your data to set up the HR systems that are required for the role.

WILL WE SHARE YOUR DATA?

Your data will not be shared outside of Switchboard. It maybe that an external stakeholder is invited to be on the interview panel and in this instance systems will be put in place to ensure that data does not leave Switchboard.

WHERE WE FIND CANDIDATE DATA

The only data that we would have about you is anything that you chose to share with us through your application form.

HOW WILL WE PROCESS YOUR DATA

Your data will be sent to us via email and will be kept on our shared drive for the purposes of shortlisting and, if shortlisted interview. Those shortlisting will have access to the shared drive and in the instance of an interview a copy of your CV and covering letter maybe printed in a hard copy for interviewers to look at. Any data that identifies you would be omitted from any hard copies printed and all copies would be destroyed after the interview process.

HOW LONG WILL WE KEEP YOUR DATA

All data will kept for one month after the shortlisting and interview process, after this time it will be destroyed. Should you be offered employment then this data may be transferred to your HR file.

YOUR RIGHTS

You have the right to be forgotten, to rectify or access the data we have about you, to restrict processing, to withdraw consent and to be kept informed about the processing of your data.

HOW WE PROTECT YOUR DATA

Our general privacy policy can be found <https://www.switchboard.org.uk/privacy-and-cookies/>