

Manager of ISVA and Advocacy Service

Recruitment pack
December 2025



Dear Candidate,

Welcome to Respond's Advocacy and Independent Sexual Violence Advocate (ISVA) Service and thank you for your interest in joining Respond as our Manager of ISVA and Advocacy Service.

This is an exciting time for our organisation as we strengthen and expand our support for autistic people and people with learning disabilities who have experienced violence, abuse, or exploitation.

We are looking for a compassionate and confident leader who can help shape high-quality, accessible advocacy, ensure the voices of survivors are heard, and contribute to a culture rooted in dignity, safety, and empowerment. If you have a passion for human rights and the skills and experience to join us in this next stage, we would be delighted to hear from you.

We hope this recruitment pack gives you a clear sense of who we are, what we stand for, and the impact you could make by joining our team.

Best wishes



Dr Fozia Hamid
Director of Respond

About Respond

Respond is a national charity supporting people with learning disabilities and autistic people who have experienced abuse, violence or trauma. Respond offers psychotherapy and advocacy support and provides specialist trauma informed training for services.

Through specialist advocacy and therapeutic support, we support people to navigate complex systems such as criminal justice, social services and housing, and to cope with the impact of trauma, build healthy relationships and move forward with their lives.

We promote wider change and improve support available, we share our unique approach so others can implement trauma-informed practice across settings.

Working in partnership

Respond works in partnership with three other charities committed to a society where everyone can enjoy the same rights and opportunities.

Bild, the Restraint Reduction Network and Bild Association of Certified Training are separate charities sharing a common set of values and vision for our society. Each charity has its own governance arrangements.

Where possible and appropriate, the charities share business support services, including communications, finance and human resources, enabling them to have greater collective impact. These are hosted by Bild, with service level agreements in place with each.

Respond's values

Our values guide us in all we do.



Respect

We are considerate about the thoughts, feelings, rights and opinions of everyone we connect with.



Safe

We build and develop ongoing professional relationships based on trust.



Inclusive

We bring together and reflect on a broad range of diverse contributions to drive our unique approach.



Empowering

We enable people to build on their strengths in order that they can achieve their goals.



Compassionate

We listen and understand that people's experiences may impact the way they relate to others.



About the role

Are you a Team Leader, Senior Practitioner, or Project Manager looking to step into a strategic management role within the sexual violence sector? Do you want to lead a specialist service that makes a life-changing difference to autistic people and people with learning disabilities who have experienced sexual violence?

If you're ready to take your leadership to the next level, this could be the perfect opportunity.

Respond is a national charity working at the intersection of sexual violence, trauma, disability, and justice. We are looking for a confident, values-led Manager of ISVA and Advocacy Service who brings experience of supporting survivors of sexual violence and is ready to take on a bigger role with strategic influence, operational oversight, and sector-wide impact.

This role is an excellent next step for someone who has managed people or projects—and now wants to shape a specialist sexual violence service, strengthen advocacy models, and influence practice across London.

- The Manager of ISVA and Advocacy Service is a key role within Respond's Advocacy team.
- The Manager of ISVA and Advocacy Service reports to the Director of Respond and works alongside a small team of seven colleagues.
- This is a permanent, full-time role, 35 hours per week.
- The salary for this role is £40,921.00 per annum.
- This is a hybrid role, requiring 2 days a week in the Respond office in Shoreditch, London.

Job description

Role summary

The Manager of ISVA and Advocacy Service leads and develops Respond's specialist advocacy provision for people with learning disabilities and autistic people who have experienced sexual violence.

A key focus is leading commissioned workstreams, including strategic leadership of delivery, monitoring of impact, and proactive risk management. Ensuring high-quality, rights-based, trauma-informed advocacy that enables survivors to access justice, safety, and recovery.

The postholder will also lead the development and expansion of Respond's wider advocacy services. This includes identifying opportunities for growth, securing funding, and embedding consistent, accountable practice.

The Manager provides safeguarding lead cover for the Advocacy Team when required and is responsible for establishing and embedding robust data reporting systems, using insights and service data to inform continuous learning and improvement.

This is a strategic and operational leadership role. It carries accountability for the development, quality, and impact of advocacy services and for maintaining a culture of reflective, trauma-informed practice.

Job description

Key responsibilities and duties

Strategic and Operational Leadership

- Provide clear, values-led leadership to the ISVA and Advocacy Team.
- Lead the operational delivery of the commissioned workstreams and wider service delivery, ensuring client outcomes and contractual targets are met.
- Drive service development and improvement through reflective practice, consultation, and lived experience input.
- Contribute to Respond's business and strategic planning and target setting, holding responsibility for the Advocacy service.
- Ensure high-quality clinical supervision is provided within Advocacy service.
- Ensure the service operates within allocated budgets and actively seek funding opportunities to sustain and expand the service.
- Responsible for working within agreed budgetary constraints and ensuring income targets are achieved.

Commissioned Advocacy Workstream

- Manage the commissioned advocacy workstream, including oversight of delivery, impact reporting, and risk management.
- Represent Respond at relevant level within a pan-London Alliance.
- Ensure compliance with all data and outcome reporting requirements, including regular submissions to commissioners and relevant funders.
- Lead on the integration of learning from the programme into policy, practice, and internal training.

Team Management and Safeguarding

- Line manage the Advocacy Team Leader, ensuring quality case management, regular supervision, and development planning.
- Line manage direct reports, ensuring staff receive appropriate induction, support, supervision, and appraisals.
- Conduct regular performance reviews and support professional development through training, workshops, and continuous professional development (CPD) activities.
- Foster a collaborative, supportive, and inclusive team culture with a commitment to working within Respond's principles and values.
- Provide safeguarding lead cover for the Advocacy Team, escalating and responding to safeguarding concerns appropriately.
- Work collaboratively with the clinical lead to ensure risk is managed effectively and ethically.

Quality Assurance, Data and Learning

- Establish and maintain robust data reporting systems to support service performance, risk monitoring, and outcome tracking.
- Ensure services meet ISVA national minimum standards, funder requirements, and internal policies.
- Translate data and service feedback into learning, adapting practice, and contributing to organisational improvement.
- Write high-quality reports for commissioners and funders.
- Collate service delivery information for reporting to the senior leadership team and trustees, including monthly updates and quarterly reports against operational plan and annual accounts information.

Policy, Practice and System Change

- Lead development of internal advocacy practice guidance, safeguarding policies, and protocols.

- Represent Respond in national and regional forums, influencing policy and promoting the rights of autistic people and people with learning disabilities.
- Support external training, consultation, and thought leadership based on advocacy service insights.

Stakeholder Management

- Develop and maintain links with professionals, community groups and other organisations, including corporate partnerships and businesses.
- Develop opportunities for experts by experience to co-produce service development.
- Engage with a range of stakeholders, representing Respond as a clinical specialist with commissioners and funders
- Implement effective inter-agency practice, ensuring good lines of communication between relevant Respond staff and the client's support network.
- Contribute to the new and existing opportunities for growth in both commissioned services and grant-funded opportunities.
- Act as an ambassador for Respond at all levels and at all times.

Person specification

Knowledge and skills

- Strong understanding of ISVA national minimum standards, trauma-informed advocacy models, and legal frameworks for safeguarding.
- Knowledge of the criminal justice system and barriers to justice faced by disabled and neurodivergent people.
- Good working knowledge of GDPR, information governance, and risk management in frontline services.
- Understanding of trauma-informed practice, intersectional disadvantage, and the importance of lived experience in service design.
- Commitment to upholding and modelling inclusive values in all aspects of work.

Experience

- Significant experience in advocacy, ISVA, safeguarding, or survivor services within complex or high-risk settings.
- Proven leadership or management experience in a multidisciplinary team or frontline service.
- Experience managing grant-funded projects or public contracts.
- Experience in a safeguarding lead or delegated lead roles, including decision-making around high-risk concerns.
- Experience using data systems and performance dashboards to inform service delivery or reporting.
- Experience of strategic engagement with funders, policy makers, or commissioning bodies.

Working at Respond

A great place to work

We want Respond to be a great place to work. We seek to be inclusive, family-friendly and trauma-informed in all we do.

Some of our colleague benefits include:

- Hybrid working, with 2 days a week at our Shoreditch office.
- Flexible working options.
- 28.5 days holiday (plus bank holidays) per year.
- Access to a workplace pension scheme, minimum 5% employee contribution and 3% employer contribution.
- Enhanced sick pay.
- Discretionary study leave to support training relevant to your role.
- Paid leave for colleagues who need to take a day off if a religious festival falls on a workday.
- Paid time off for dependents.
- Paid carer's leave.
- Paid volunteering leave.
- Access to our Employee Assistance Programme, with 24/7 GP telephone service and access to counselling.
- High street discounts via Mintago employee benefit scheme.
- Option to join salary sacrifice scheme for electric vehicles, childcare or cycle to work.
- Free access to financial advisers.



What if I don't meet every requirement?

Respond is an inclusive and collaborative organisation passionate about human rights and building a more inclusive society.

Respond is keen to encourage applications from a diverse range of candidates including people with lived experience. As an employer and organisation promoting the rights of people who may have experienced multiple discriminations because of (but not limited to) having a learning disability or being autistic, we celebrate diversity in all its forms.

If you are interested in this role but your experience doesn't perfectly align, we encourage you to apply anyway and demonstrate within your supporting statement how your skills and experience would transfer to this role.

Please let us know if there is anything we can do to support you to perform at your best during the recruitment process.

How to apply

Please send your CV and a supporting statement telling us how you meet the person specification to admin@respond.org.uk

For an informal conversation, please contact Dr Fozia Hamid, Director of Respond, at Fozia.Hamid@respond.org.uk

The closing date is **7th January 2026**.