

Business Account Manager	
Location	Flexible (Unseen offices in Biggleswade and Bristol)
Reports to	Executive Director
Purpose	<p>Unseen is a UK-wide modern slavery charity that is working towards a world without slavery. We support men, women and child survivors of modern slavery and work in partnership with others, recognising the importance of business engagement in tackling modern slavery. Unseen also operates the UK-wide Modern Slavery & Exploitation Helpline. The Helpline is a key tool in the fight against modern slavery and is now seen as a key hub of data and information for Government, law enforcement agencies and businesses.</p> <p>To better support efforts across the UK and beyond, Unseen works with businesses across all sectors to raise awareness, share trend analysis and support remediation activities. Our work with businesses is growing rapidly as we establish innovative and collaborative ways of working, using our experience and knowledge to best effect.</p> <p>We are looking for a motivated and engaging Business Account Manager to develop, lead and deliver on key business-related projects. We are looking for someone who is a strategic thinker with experience of working in a corporate environment. The candidate must be an excellent communicator, have an entrepreneurial mindset and a track record in establishing new projects, working both independently and as part of a team. Ideally the candidate will have a sales or marketing background with a keen interest in human rights issues and tackling worker exploitation. The post will be part of the Business Engagement Team based at Unseen's Helpline premises in Biggleswade, Bedfordshire. Other locations will be considered for the right candidate but initial training may involve some travel.</p> <p>The role will focus on:</p> <ul style="list-style-type: none"> • Designing, articulating and delivering a coherent Unseen business offer; • Growing the Helpline Business Portal by recruiting and onboarding more businesses; • Marketing and selling training and business services to financially support the Modern Slavery and Exploitation Helpline; • Support and deliver services, including business training to corporate clients; • Facilitate, support and host webinars, seminars and meetings with regular guest speakers and develop unique, relevant and interesting content for business clients; • Strong and increased engagement with corporates and stakeholders. <p>This is a full-time role, 37.5 hours per week (excluding lunch breaks). Deadline for applications is 5pm on Friday 30 July 2021.</p>
Salary Range	£28,589 per annum (pay point 26)
Hours of work	37.5 hours per week.

Entitlements	Full time staff receive 25 days holiday per year plus bank holidays (pro-rata'd for part-time staff). This increases to 27 days after two full years of service. Unseen has enrolled on a pension scheme that new staff are requested to join three months following start date of employment.
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RESPONSIBILITIES & DUTIES

This important role will work alongside our existing Business Account Manager as part of the Business Engagement Team. The role will be responsible for growing Unseen's corporate footprint to better support businesses in tackling modern slavery and will report directly to Unseen's Executive Director.

1. Growing Unseen's Business Footprint

- 1.1 Establish, build and grow strong relationships with a range of businesses across diverse sectors throughout the UK (and beyond, as appropriate).
- 1.2 Develop and articulate to stakeholders a clear Unseen business offer, working with the Senior Leadership Team and the Communications Manager to ensure it remains fit for purpose.
- 1.3 Lead the ongoing growth and development of Unseen's Helpline Business Portal, influencing and securing more businesses to join as members, setting them up as clients and ensuring relevant Helpline information is shared with Members appropriately and promptly.
- 1.4 Support development and delivery of an effective marketing strategy for Unseen's business services.
- 1.5 Support development of alternative business offers and creating new opportunities to work with businesses and umbrella organisations.
- 1.6 Manage day to day running of the Helpline Business Portal providing advice and guidance to portal members including, where needed, remediation support.
- 1.7 Identify opportunities to market and promote the Unseen business offer and work with stakeholders, agencies, community groups and Unseen colleagues to maximise these.
- 1.8 Identify ways to expand portal and drive new iterations, maximising Salesforce functionality and value of Helpline data to customers, ensuring that customer supplier information is effectively stored and utilised.
- 1.9 Run data reports, through Salesforce, on business activity and supplier sites to inform and demonstrate portal activity with relevant breakdowns by customer, sector or other relevant category.
- 1.10 Oversee process to timely identify and add new relevant cases to the portal running required data reports, managing relevant work flows, and timely approving portal submissions.
- 1.11 Assess portal cases for relevance, risk and properly sanitise to safeguard victims and protect data when approving cases.

2. Engagement

- 2.1 Be flexible and adaptable to respond effectively to a diverse range of contacts and stakeholders engaged in supporting the work of Unseen.
- 2.2 Maintain a professional approach, adhering to Unseen and Helpline policies and protocols at all times.

2.3 Build and maintain a positive relationship with all key stakeholders, promoting the work of Unseen in a professional manner at all times.

2.4 Effectively represent Unseen at external events and in meetings with businesses and other stakeholders.

2.5 Work effectively with the Helpline Manager to ensure impacts to the Helpline and wider organisation are managed effectively and escalated as required.

2.6 Work with Salesforce colleagues and the Helpline Manager to ensure the Helpline Business Portal continues to connect effectively with the Helpline database.

2.7 Be discrete and maintain confidentiality at all times, particularly when dealing with sensitive, personal or business information.

3. Team

3.1 Participate in regular one-to-one and group sessions/meetings.

3.2 Understand and keep abreast of policies and protocols related to the effective operation of the Helpline, particularly in relation to HR, office admin, resources, and organisational policies.

3.3 Attend and contribute to monthly staff meetings and professional development sessions as required.

4. Training & Professional Development

4.1 Successfully complete induction training, and any on-going training as required.

4.3 Identify own ongoing training and development needs and work with the Executive Director to meet these and to continuously review.

5. Other

5.1 Respond to requests for information from Head Office personnel and external parties promptly, seeking guidance from the Executive Director as required.

5.2 Other duties as assigned by the Senior Leadership Team.

6. General (all staff)

6.1 Promote the vision, aims and objectives of the organisation and ensure that all contacts with external people and organisations fully reflect the professional approach and values of the organisation.

6.2 Understand and comply with all relevant legislation and adhere to organisational and operational policies, procedures and administrative procedures.

6.3 Utilise internal and external supervision as required.

6.4 Identify own training needs and undertake appropriate training.

6.5 Sign a confidentiality agreement.

PERSON SPECIFICATION

	Criteria
	Essential Knowledge, Skills and Experience
1	Previous experience of working in a corporate environment with a range of stakeholders and managing competing priorities.
2	Excellent analytical, numerical and written skills.

3	Proven ability to exercise good judgment and independent decision making when faced with complex problems.
4	Ability to handle conflict with professionalism and calm.
5	Demonstrated ability to plan strategically, prioritise time, and manage implementation of plans in fast-moving, changeable environments.
6	Strong communication skills with the ability to transition easily between diverse communication styles.
7	Proficiency working with complex databases and ability to quickly learn and utilise diverse technologies and systems
8	Ability to follow directions, work independently, manage time, work well under pressure, and maintain composure during stressful situations
9	Proven track record in developing and running complex multi-faceted projects
10	Be discrete and maintain confidentiality at all times.
11	A proven track record in sales, marketing and communications.
	Skills and Abilities
11	Ability to work professionally with internal team as well as external agencies
12	Excellent communication and interpersonal skills
13	Excellent time management skills
14	Accurate record keeping
15	Ability to positively influence others
16	Entrepreneurial mindset
	Values
17	Commitment to social justice issues and the restoration of vulnerable people
18	Proven understanding of and empathy with the needs of those impacted by having been exploited, trafficked and enslaved
19	Fits with organisational culture
	Other
20	Good attendance record
21	Good time keeping
22	Ability to demonstrate resilience and work under pressure
23	Subject to a probationary term contingent on training performance
24	May be subject to a disclosure and barring service check
25	Commitment to innovation, efficiency, collaboration, service, and achieving exceptional results.
	Desirable
26	Previous experience of working in a customer response environment
27	Knowledge or experience of dealing with modern slavery issues