



# recruitment pack

Support Services Manager

November 2021



# Dear Candidate



Thank you for your interest in the role of **Support Services Manager**.

Unseen is a leading UK anti-slavery charity with one aim: to end slavery. We seek to do this through supporting, educating and influencing others. We believe modern slavery is a heinous crime against those most vulnerable in our society. It is an issue that seeps into all walks of life and requires a collaborative effort to prevent it from continuing to destroy the lives of women, men and children across the UK and beyond.

Since its inception in 2008, Unseen has been leading the fight against modern slavery working with stakeholders and partners across the UK, including the UK Government, to bring forward legislation, improve survivor support and strengthen prevention activities.

Our work has never been more important. Despite the ongoing Covid pandemic, Unseen has seen a continuation of vulnerable individuals caught up in a wide range of exploitative situations including young people forced to run and sell drugs, men and women forced to work for little or no pay, and girls, boys, women and men being sexually exploited.

We are looking for an experienced manager to join our growing Support Services team. The successful candidate will oversee the management of our frontline team across the South West, ensuring that we provide quality support to survivors as they begin the process of recovery from their experience by accessing the support that they need. You will work alongside two other managers to support the service team to work with survivors who have multiple needs, identify and manage risk, monitor and report on service delivery while developing collaborative working relationships to benefit survivors. You will need to demonstrate your ability to fulfil the criteria from the job description.

As an organisation focused on equality and diversity, we welcome applications from survivors of modern slavery, those with diverse backgrounds, cultures, and religion, from black and minority ethnic backgrounds, and those from the LGBTQ+ community.

The deadline for applications is **Thursday 25 November** at midnight and interviews will take place during the week of 29<sup>th</sup> November.

**Andrew Wallis OBE**

**CEO, Unseen**

# About us

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Founded in Bristol in 2008 by CEO Andrew Wallis Unseen has, over the past 13 years, grown into a leading national anti-slavery charity providing Government-funded services under the Home Office Adult Victim Care Contract and operating the 24/7 UK wide Modern Slavery & Exploitation Helpline.

Using our knowledge and expertise, and coupled with our understanding of grass roots issues through the Helpline, Unseen seeks to influence at the highest levels to effect change. Our goal is to raise awareness and develop an evidence base that supports that call for change.

## Our vision

Our vision is simple: a world without slavery. Ultimately, we want to put ourselves out of business.

## Our mission

To **support** potential victims and survivors of modern slavery to seek help, access services, recover, rebuild their lives and become independent, reducing the risk of re-exploitation.

To **inform** and educate others, including the public, statutory agencies, governments and corporates to understand modern slavery and how we can collaborate to make the UK intolerant to exploitation and modern slavery practises.

To **influence** policy and decision makers in the UK and overseas to protect the vulnerable and target the perpetrators.

# Our strategy

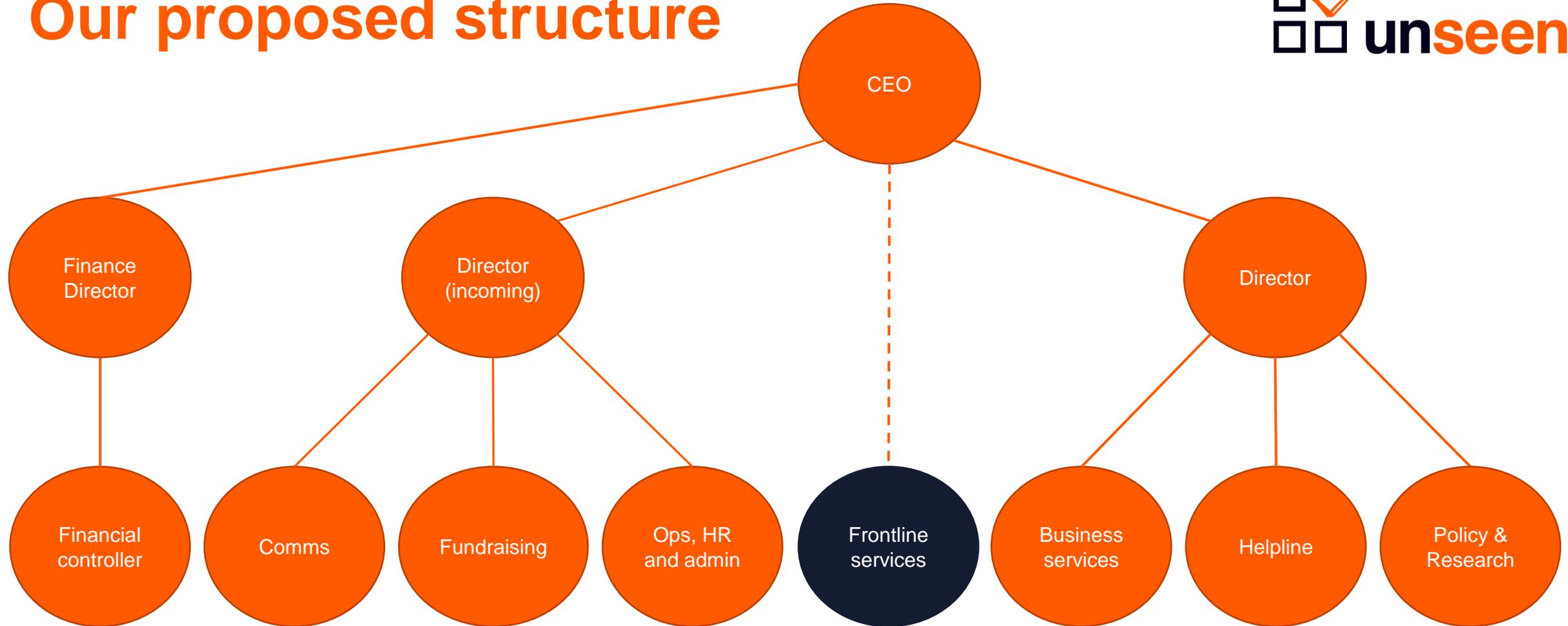


Recognising the difficulties a pandemic would create around the work of Unseen, the senior leadership team introduced a recovery plan in May 2020, which is currently in effect and will run until the end of 2021. The aim of the recovery plan is twofold: to ensure we can maintain our existing services; and to build back strongly from the financial and operational impacts of the pandemic.

Our new five-year strategy will come into effect from January 2022, with five core strands:

- 1 Educate others** More people know about modern slavery and the impact of their buying decisions on the lives of others. By 2027, we want to have trained and raised awareness of more than 1 million individuals.
- 2 Support services** Continue to provide helpline and direct support services that meet the needs of individuals. By 2027, we want to have answered more than 50,000 calls and contacts into the Helpline, indicating more than 20,000 potential victims.
- 3 Business Services** Support businesses to effect behaviour change, increase understanding and change practice so that fewer workers are at risk of exploitation. By 2027, we want to be reaching 20,000 businesses and partnering with more than 500.
- 4 Policy development** By 2027, we aim to have in place a strengthened policy arm of the charity to influence evidence-based change, utilising data from the Helpline and our work with businesses.
- 5 Optimise operations** To achieve all of our aims and aspirations we will optimise and streamline our internal operations to deliver quality outputs for survivors and value for money for those who financially support us.

# Our proposed structure



The Support Services Manager, will report directly to the Head of Frontline Services and will form a key part of Unseen's Frontline Services team.

# Support Services Manager



<b>Location</b>	Unseen's head office in Bristol/ Flexible home-working. Must be able to Unseen's head office in Bristol with travel to Accommodation Services (Bristol & North Somerset)
<b>Salary</b>	£30,502.53 (Pay Point 28)
<b>Hours</b>	Full-time: 37.5 hours per week
<b>Reports to</b>	Head of Frontline Services
<b>Entitlements</b>	Full-time staff receive 33 days holiday inclusive of bank holidays. Access to clinical supervision and full and ongoing training will be provided. Unseen has an opt-out pension scheme.

The Support Services Manager position will be based at Bristol and the primary purpose will be to oversee Unseen's frontline team to ensure that the organisation is fulfilling our obligations under the Victim Care contract by ensuring that potential victims of trafficking are safely accommodated and that they are supported to access the services needed in order to begin the process of recovery from their experiences.

## **Responsibilities will primarily consist of:**

1. Responsible for ensuring the delivery of support services (in line with contractual, legal and regulatory requirements)
2. Responsible for collectively managing the frontline staff team
3. Actively promote best practice in supporting survivors and monitor impact of the services and outcomes for survivors
4. Manage a frontline team to ensure collaboration as support is delivered to vulnerable adults across the South West.

At other organisations, this role may be known as Team Leader, Project Manager or Team Supervisor.

# Key responsibilities and tasks



## 1. Manage the delivery of support services (in line with contractual, legal and regulatory requirements)

- 1.1. Holds overall responsibility for ensuring a safe and secure working and living environment for the Unseen team and survivors is maintained.
- 1.2. Responsible for ensuring frontline team comply with relevant contractual, legislative, regulative and audit processes as they deliver support services.
- 1.3. Ensure responses to risk identification, mitigation, incidents and safeguarding concerns are appropriate and in line with policy and procedure and offer support in regard to these concerns as required.
- 1.4. Ensure that reporting timelines in relation to contract KPIs are met

## 2. Manage the Frontline Staff team

- 2.1. Direct line management of team consisting of case workers, accommodation support workers, volunteers and student placements
- 2.2. Review, monitor and quality assure staff performance in relation to service delivery
- 2.3. Co-facilitate monthly team meetings and lead case review meetings and staff supervision sessions
- 2.4. Review, monitor and quality assure staff performance in relation to service delivery.

## 3. Actively promote best practice in supporting survivors and monitor impact and outcomes of services

- 3.1. Ensure frontline team adhere to and work within all Unseen's policies and procedures, Victim Care Standards and the Victim Care Contract
- 3.2. Quality assure service delivery and the team you manage. Identify areas for improvement and collaborate to plan improvement work.
- 3.3. Facilitate forums for service users to feedback (including regular touch points with those in service)
- 3.4. Responsible for completing Unseen's monitoring requirements in relation to fundraising needs, contractual needs and management reporting on a monthly, quarterly and annual basis.

# Key responsibilities and tasks



## 4. Manage a frontline team to ensure collaboration as support is delivered to vulnerable adults across the South West

- 4.1. Manage the Unseen frontline team to ensure the overall aims and objectives of the service are delivered and achieved.
- 4.2. Develop mechanisms to ensure information is communicated between teams and service users in a timely and effective way. Specifically, in relation to risk, support needs and safeguarding issues that have occurred on shift in line with policy and contractual requirements.
- 4.3. Communicate clearly and regularly with team and service users in relation to change, performance, expectations and service delivery.
- 4.4. Manage a referral line and allocate appropriate referrals to the frontline team

# Person specification



Essential Knowledge, Skills and Experience	
1	Significant previous experience of managing people working with vulnerable adults both in accommodation projects and in the community
2	Experience of quality assuring teams' work to ensure KPIs and contractual requirements are being met and reporting on this
3	Ability to successfully develop positive, productive and collaborative working relationships with Unseen team, service users and external partner agencies
4	Experience of building, supporting, supervising and developing a staff team
5	Experience of using database systems to monitor and report on service user and staff progress
6	Experience of assessing and allocating referrals to team members
7	Experience of monitoring and reporting in relation to health and safety
8	Experience with financial functions including submitting payroll, signing off team expenses and assisting with budget setting and reporting.
9	Experience of managing risk, incidents and safeguarding processes
10	Experience in developing and complying with organisational processes and policies
11	Highly skilled and organised in relation to time management administration, recording, reporting and monitoring and communication (internally and externally)
12	Highly confident in using case management systems and use in all Microsoft Office functions.

# Person specification



Desirable Knowledge, Skills and Abilities	
13	Previous experience of CQC and managing a team working within the frameworks of such regulatory bodies
14	Knowledge of managing teams working with people who have been subject to modern slavery / trafficked.
15	Management qualification
16	Knowledge of the NRM, rights and entitlements of trafficked persons, asylum seekers and refugees
Values	
17	Proven understanding of and empathy with the needs of those impacted by having been exploited, trafficked and enslaved
18	Commitment to social justice issues and the restoration of vulnerable people
Other	
19	Ability to participate on Management On Call Rota
20	Ability to travel to accommodation projects on a weekly basis and a car is required for this role

A SNAPSHOT

## ...our numbers

Unseen's mission is to end slavery by informing others, equipping stakeholders and influencing decision makers

# 2008

The year Unseen was established

# 63,000

The number of incoming and outgoing calls received and made by the Modern Slavery & Exploitation Helpline operated by Unseen, in its first five years

# 84

The approximate number of staff members and bank staff employed by Unseen

# 477

Total number of survivors supported by Unseen through accommodation and outreach support between 2011 and 2020

# £2,321,534

Unseen's total income in 2020, as reported



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Registered company number 06754171

[unseen.org](https://unseen.org)