



**recruitment pack**  
**Head of Operations**

## About Us

Unseen is a UK charity with its head office in Bristol. We provide safehouses and support in the community for survivors of trafficking and modern slavery and operate the 24/7 UK wide Modern Slavery & Exploitation Helpline. We also work with individuals, communities, business, governments, other charities and statutory agencies to end slavery for good.

### Our vision

Our vision is simple: a world without slavery. We aim to transform society's response so all can live in a world free from such abuse and exploitation.

### Our mission

We're working to end modern slavery by empowering, equipping and influencing others to bring about positive and transformational change.

By **empowering** and supporting survivors through our specialist services we can enable them to recover safely and develop resilient, independent lives.

We identify key slavery and exploitation issues, and **equip others** with effective solutions through advice and training.

We use our experience, research and survivor stories to **influence** society and push for change in legislation, policy, business practice and consumer choices.

### Our strategy

#### Educate society

Provide tangible solutions for individuals, communities, and organisations to be effective in their personal and professional lives in relation to tackling modern slavery

##### Business engagement

Positively affect business behaviour by driving up standards to mitigate forced labour/ modern slavery by increasing awareness, engagement, transparency and promoting continuous improvement.

##### Support services

Influence and improve support systems locally, regionally, and nationally, whilst continuing to deliver services that empower and increase resiliency for those who have been exploited.

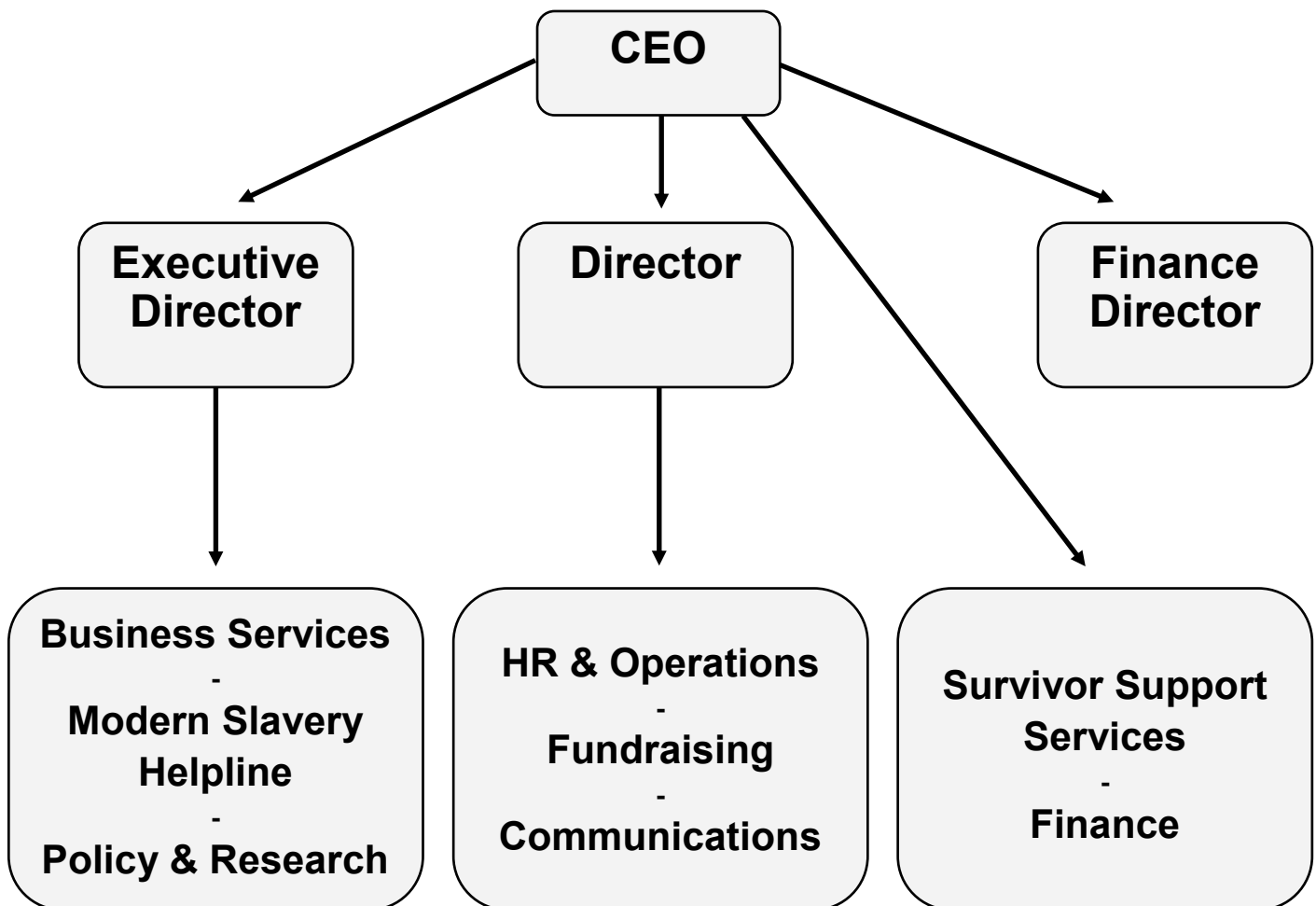
##### Policy, legislation and operational change

Influence policy, legislation, and operational practice in the UK and overseas to ensure tackling modern slavery remains a priority, being evidence-led by using our unique helpline data.

#### Organisational sustainability and optimisation

We will routinely review our internal processes and structure to ensure capacity and capability is optimised. We will consistently strive to achieve value for money. We will continue to prioritise funding ensuring our support services benefit the most from our activities.

## Organisational Structure



## Our values

**Collaborative:** We recognise the advantages in combining our expertise with the contributions of others. We seek to build lasting partnerships to support, challenge and deliver the changes we are aiming for.

**Honourable:** We see the best in people and promote an environment of respect for each other and our partners. We are straightforward, trustworthy and truthful in all our work.

**Ambitious:** We want to go as far as possible. We strive for the highest standards in all we do, pushing for change, looking for solutions. Our conduct, treatment of others and provision all aim to exceed expectations.

**Dynamic:** We are motivated to deliver results that change lives. In order to drive solutions forward, we embrace innovation, boldness and positivity.

**Insightful:** We are knowledgeable, informed and up-to-date. Thoroughly researching issues is a priority for us as the best way we can provide targeted, effective solutions.



## Head of Operations

<b>Location</b>	Unseen's head office in Bristol (Hybrid approach with some working from home days. A degree of flexibility will be required)
<b>Salary range</b>	£38,000 – £41,000 per annum full time
<b>Hours</b>	40 hours per week (part time may be considered)
<b>Contract type</b>	Permanent
<b>Reports to</b>	Director of Fundraising, Communications and Operations (FCO)
<b>Entitlements</b>	<ul style="list-style-type: none"> <li>• 33 days holiday per year, inclusive of bank holidays. An additional day of holiday is awarded at the start of each holiday year up to a maximum of 38 days.</li> <li>• Employer contribution to opt-out pension scheme</li> <li>• Enhanced sick pay entitlement (30 days full pay / 30 days half pay)</li> <li>• Enhanced Maternity and Adoption leave</li> <li>• Staff Wellbeing Programme and flexible working</li> <li>• Employee Assistance Programme provided by Health Assured – counselling for individuals (up to 8 sessions) and their families and a range of wellbeing support and resources</li> <li>• Bike to Work Scheme</li> <li>• Speak Up Staff line</li> </ul>
<b>Key relationships</b>	<ul style="list-style-type: none"> <li>• Unseen's Senior Leadership and Senior Management teams</li> <li>• Wider Unseen management teams</li> <li>• Unseen staff and workers</li> <li>• External partners (focused on HR and Operations)</li> </ul>

### Purpose of the role

This is an exciting opportunity to join a fast-paced and ambitious organisation at a time of growth as a key member of the Senior Management Team. You will lead a multi-disciplinary Operations team delivering HR, recruitment, administration and general organisational support to projects and services across Unseen. You will primarily be focused on maintaining strong operational control across the organisation and delivering Unseen's HR function.

From an operational perspective the Head of Operations will be required to maintain a cross-organisational focus while delivering operational support, governance and quality assurance. The role is responsible for driving and maintaining compliance in a number of areas, and will work with the Operations team, Director of FCO, and other colleagues to achieve this. We are looking for someone who is forward-looking and committed to driving a strategy of continuous improvements in these areas. To do this, you will be required to build and maintain collaborative and effective relationships with Unseen's external support providers and, crucially, with the Senior Leadership Team (SLT), Senior Management Team (SMT), other managers and colleagues across the organisation.

## Head of HR & Operations

### **Purpose of the role (cont.)**

As Unseen grows there is an opportunity to shape the culture of the organisation and develop clear and consistent policies to guide Managers and Employees. We are looking for someone with considerable HR management experience and ideally CIPD level 3 qualifications to lead Unseen's growing teams.

The successful candidate will bring a solutions-focused approach to helping Unseen achieve its strategic goals, and a commitment to optimising the employee experience by creating a safe, supported and inclusive environment for all.

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

1. Maintain a cross-organisational focus while delivering operational support, governance and compliance.
2. Lead Unseen's HR and recruitment functions to ensure a positive and high-quality employee experience through onboarding, active employment and leaving employment
3. Ensure HR processes and policies are applied consistently and resources effectively support managers and staff.
4. Lead the Operations team to effectively support the organisation's activities and services.

# Key responsibilities and tasks

## 1. HR & Recruitment

- a. Lead the HR function, processes and compliance for the organisation, ensuring robust policies, protocols and processes are in place for managers and the HR team to work within.
- b. Monitor and audit delivery of HR function to ensure all legal obligations are met, processes are followed and that there is a positive, consistent and high-quality employee experience from HR processes at the stage of starting employment, induction, active employment and leaving employment.
- c. Ensure that all HR processes and policies are applied consistently across the organisation and raise necessary changes to processes and policies for discussion with the Senior Management and Leadership Teams.
- d. Ensure HR support is provided to Managers and staff, and that communications are issued as necessary based on changing policies and processes.
- e. Lead on Unseen's training and development provision (which includes an e-learning system and additional ad-hoc trainings), monitor needs across the organisation and propose trainings as required.
- f. Lead on recruitment and selection processes for the organisation, ensuring robust and clear processes are maintained for all aspects of recruitment from advertising, applications, selection, and interviews.
- g. Review and optimise HR and recruitment processes, project managing process improvements where necessary to improve the HR and recruitment functions.
- h. Promote and prioritise Unseen's commitment to equality, inclusion and diversity in all aspects of HR and recruitment.
- i. Provide line-management and regular supervision to the HR team.
- j. Manage relationship with external Employment Lawyers to review, update and develop HR policies, contracts and staff handbook in line with best practice and legislative changes.
- k. Develop and manage relationships with other external partners that support Unseen's HR strategy and priorities, including training partners.

## 2. Cross-organisational focus

- a. Work with the Senior Management and Leadership Team to increase sustainability of the charity, optimise operations and work towards achieving Unseen's strategic goals.
- b. Contribute positively to management discussions in the context of high support and high challenge.
- c. Manage the quarterly schedule of management review meetings and facilitate preparation of agendas, reports and papers for these meetings.
- d. Champion and progress organisational-wide matters such as wellbeing, equal opportunities, increased diversity and inclusion and a process of continuous improvements in all areas, with support from wider management, SMT and SLT.

## 3. Information security and resources

- a. Maintain oversight and monitor management of IT resources across the organisation ensuring budgets are managed and equipment and systems meet organisational and staff needs.
- b. Manage relationship with external IT Support Provider to ensure IT support is meeting organisational needs, including quarterly account review meetings.
- c. Review, update and develop IT policies, systems and security in line with best practice, compliance obligations and Information Security protocols with support from external IT support provider.
- d. Act as a "change authority" for changes to IT systems and permissions eg approving requests to grant system access to new starters, changers and leavers.

## Key responsibilities and tasks (cont.)

### 4. Governance & compliance

- a. Lead and project manage the review and updating/coordination of updates to organisation-wide policies and protocols across the year and maintain an updated product register, ensuring adherence to external compliance obligations and other internal requirements highlighted by SMT and SLT.
- b. Support with mid-review updates to policies and protocols based on changing requirements of clients and partners as communicated by other teams, eg to respond to the compliance needs of Business Services clients.
- c. Work with Senior Leadership and management teams and insurance broker to ensure the organisation is appropriately insured against all relevant risks.

### 5. Operational support

- a. Lead, line-manage and support the Operations Team to deliver a robust administration and operations function across the organisation.
- b. Monitor and quality check the delivery of operational support to the organisation and work with the Operations team to establish additional requirements, changes or improvements.
- c. Ensure regular liaison with the Financial Controller to ensure appropriate budget management and delivery of operational processes that link with finance.
- d. Manage expenditure and perform budget controls for Operations budget and be a credit card holder for back-office costs, ensuring expenditure and payments are controlled.
- e. Complete, check and confirm monthly payroll submission for Operations and other back-office teams.

### 6. General (all staff)

- a. Embody Unseen's values of being collaborative, honourable, ambitious, dynamic and insightful.
- b. Promote Unseen's vision, aims and values, and ensure that all contacts with external people and organisations fully reflect the professional approach of the charity.
- c. Understand and comply with all relevant legislation and adhere to organisational and operational policies, procedures and administrative procedures.
- d. Work flexibly which may occasionally include out of hours commitments eg to support an organisation wide event or attend a Trustee Board meeting
- e. Identify training needs and undertake appropriate training.
- f. Sign a confidentiality agreement.
- g. The post-holder will undertake any other reasonable duties as required and requested.

# Person Specification

Essential Skills, Knowledge and Experience	
1	Significant HR management experience and a thorough understanding of HR processes and best practice.
2	CIPD level 3 HR qualification (equivalent HR management experience may be considered).
3	Experience of managing recruitment processes including advertising, selection and interviews.
4	Significant experience of line management and an ability to motivate team members.
5	Strong knowledge and understanding of the day-to-day operational needs and core functions of a charity/NGO.
6	Excellent project management skills and the ability to prioritise workload, delegate effectively, multi-task and meet deadlines.
7	A creative, pro-active and solutions-focused approach with the ability to troubleshoot and suggest and implement improvements.
8	A track record of developing positive, productive and collaborative working relationships with a range of stakeholders including staff, service users, and external partners.
9	Experience of supporting leadership teams and wider organisational teams to coordinate cross-organisational projects and initiatives.
10	Ability to contribute to strategic development and ambitions of an organisation.
11	Excellent writing skills and experience of developing, writing, and reviewing policies and procedures.
12	Excellent knowledge of GDPR, Information Security and confidentiality.
13	Ability to maintain strict confidentiality, show discretion and ensure protection of sensitive information and data.
13	Comprehensive understanding of and commitment to equal opportunities to ensure that equalities and diversity issues are integrated into all aspects of activities and processes.
Desirable Skills, Knowledge and Experience	
1	Experience of leading an HR function for an organisation.
2	Experience of delivering training and developing leadership in others.
3	Experience and knowledge of administering databases with other integrated platforms to improve productivity and functions
4	Management qualification
Values	
1	Commitment to social justice issues, equalities and the restoration of vulnerable people
2	Proven understanding of and empathy with the needs of those impacted by having been exploited, trafficked and enslaved.



## How to apply

This recruitment pack contains a job description, person specification and other information relevant to this role and its position within Unseen.

### To apply:

1. Please complete Unseen's [application form for the role](#), which includes a personal statement of 500 words outlining your suitability for the role, some personal details and equal opportunities questions, and;
2. Please send a copy of your CV to [jobs@unseenuk.org](mailto:jobs@unseenuk.org) with reference to the job title.

Please note: The only information from your application that will be shared with the hiring manager is your personal statement and CV.

**The deadline for applications is midnight on Sunday 11 June 2023.**

**We encourage early applications as we will be reviewing applications as they are received. We reserve the right to close the role early by taking this advert down before the deadline if required.**

As an organisation focused on equality and diversity, we welcome applications from all sections of the community we serve including those with lived experience of modern slavery, those with diverse backgrounds, cultures, and religion, people of colour, those with disabilities and those from the LGBTQ+ community.

**Unseen is committed to empowering survivors and learning from people with lived experience of modern slavery, as such lived experience plays an active role in our re-**



**Thank you for your interest in working  
with Unseen to achieve our vision of a  
world without slavery.**