



recruitment pack

Support Services Manager

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.

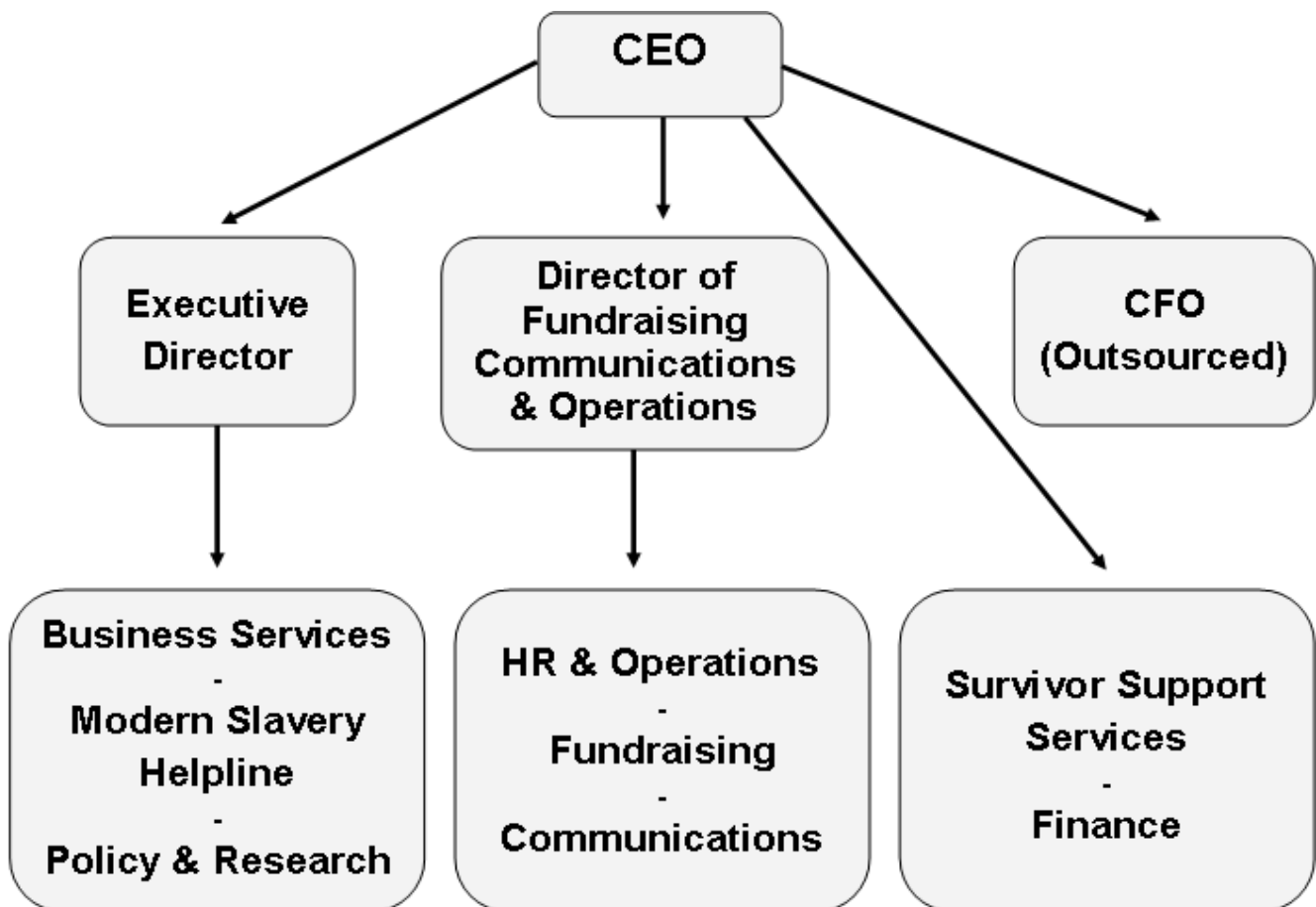
Policy, legislation and operational change

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.

Support Services Manager

Location	Unseen's head office in Bristol / home working with travel to Accommodation Services (Bristol & North Somerset)
Salary	£31,417.61 - £32,988.49 per annum (or pro-rata equivalent for part time)
Contract type	Permanent
Hours	Full-time 37.5 hours per week
Reports to	Head of Frontline Services
Key relationships for the role	<ul style="list-style-type: none"> • Survivors • Unseen Caseworkers and Accommodation Support Officers • Wider Unseen staff and management team • External agencies (housing associations/maintenance) and statutory bodies including other NGOs and the Salvation Army
Entitlements	<ul style="list-style-type: none"> • 33 days holiday per year (pro-rated equivalent for part time), 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. • Pension contributions • Enhanced sick pay entitlement (30 days full pay / 30 days half pay upon successful completion of probationary period) • Enhanced Maternity and Adoption leave • Staff Wellbeing Programme and flexible working • Employee Assistance Programme – counselling for individuals (up to 8 sessions) and their families and a range of wellbeing support and resources • Bike to Work Scheme • Speak Up Staff line • Lone Working system in place • Long service awards

Support Services Manager (cont.)

The Role Within Unseen

This role sits within our survivor support services and works alongside a team of managers and a Senior Quality Assurance Officer who are collectively responsible for the frontline teams and direct service provision to potential victims of modern slavery and trafficking. The role plays a key part in ensuring that the organisation is fulfilling our obligations under the Modern Slavery Victim Care Contract and to other support requirements for victims of Human trafficking and slavery that require support before and after government support. This includes ensuring that potential victims of trafficking are safely identified, accommodated, supported and empowered to access the services needed to recover from trauma.

Each manager is responsible for direct line management and quality assurance of a team consisting of case workers, accommodation support officers, casual workers, volunteers, and students. The role is managed by the Head of Frontline Services and is responsible for ensuring relevant health and safety and safeguarding procedures are adhered to.

Purpose of the role

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 Southwest.

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

Unseen UK actively promotes equality, diversity and inclusion. We match our needs with skills and experience of candidates, irrespective of age, disability (including hidden disabilities),

gender, gender identity or gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation.

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.

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.

5. General (all staff)

- 5.1.** Promote the vision, aims and objectives of the organisation and ensure that all contacts with external people and organisations fully reflect the professional approach of the organisation.
- 5.2.** Understand and comply with all relevant legislation and adhere to organisational and operational policies and procedures.

Person Specification

Essential Knowledge, Skills and Experience

Experience of managing people working with vulnerable adults both in accommodation projects and in the community

Experience of quality assuring teams' work to ensure KPIs, contractual requirements and organisation processes are adhered to

Ability to successfully develop positive, productive and collaborative working relationships with Unseen team, service users and external partner agencies

Experience of building, supporting, supervising and developing a staff team

Experience of using database and case management systems to monitor and report on service user and staff progress, including assessing and allocating referrals to team members

Experience of monitoring and reporting in relation to health and safety

Experience with financial functions including submitting payroll, signing off team expenses and assisting with budget setting and reporting

Experience of managing risk, incidents and safeguarding processes

Highly skilled and organised in relation to time management administration, recording, reporting and monitoring and communication (internally and externally)

Desirable Knowledge, Skills and Experience

Previous experience of CQC and managing a team working within the frameworks of such regulatory bodies

Knowledge of managing teams working with people who have been subject to modern slavery / trafficked

Management qualification

Knowledge of the NRM, rights and entitlements of trafficked persons, asylum seekers and refugees

Values

Commitment to social justice issues and the restoration of vulnerable people



Proven understanding of and empathy with the needs of those impacted by having been exploited, trafficked and enslaved

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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 also send a copy of your CV to jobs@unseenuk.org.

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 25th February 2024.

Interviews will likely be held during the week of 4th March 2024.

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.

References from previous employers will only be contacted after a job offer. If there are valid reasons for this not to be possible, please mention this on your application.

Any questions, please contact jobs@unseenuk.org.

A photograph of three women sitting at a table, engaged in a meeting or discussion. The woman on the left is smiling and looking towards the other two. The woman in the middle is looking down at something on the table. The woman on the right is also looking down. They appear to be in a professional setting.

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