recruitment pack

Helpline 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.
# Helpline Manager

<table>
<thead>
<tr>
<th>Location</th>
<th>Hybrid role with periodic travel to Unseen’s offices, which are currently in Biggleswade and Bristol but subject to change. A degree of flexibility will be required.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salary</td>
<td>£30,919.41 + on call premium of £1,820 per annum</td>
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<tr>
<td>Contract type</td>
<td>Permanent</td>
</tr>
<tr>
<td>Hours</td>
<td>Full-time 37.5 hours p/week including some evening and weekend shifts, plus participation in 24/7 on-call rota.</td>
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<tr>
<td>Reports to</td>
<td>Head of Helpline Services</td>
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</tbody>
</table>
| Key relationships for the role | • Head of Helpline Services  
• A second Helpline Manager  
• Senior Helpline Advisors  
• Quality & Development Manager  
• Helpline Advisors  
• Data Manager  
• Data Officers  
• Helpline & Trustee Coordinator  
• HR  
• Diverse range of external stakeholders |
| Entitlements   | • 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 |
Helpline Manager (cont.)

The Role Within Unseen

In October 2016, Unseen set up the UK-wide Modern Slavery & Exploitation Helpline for child and adult victims of all forms of slavery, with the foal of advancing the UK’s fight against modern slavery. The helpline provides, a safe, confidential, 24-hour, multi-lingual contact point for victims to access services and support across the UK and for community groups and the public to report suspected incidents of modern slavery. The helpline also acts as a central data hub and resource centre for stakeholders in the anti-slavery field to access training, tools and good practice.

The Helpline Manager role provides critical support to the Head of Helpline Services and co-manages a team of Helpline Advisors alongside another Helpline Manager with support from the Quality & Development Manager. The Helpline Manager will directly line manage on average between 6-8 Helpline Advisors. The role is key in maintaining a Helpline that delivers a 24/7 service which is of a consistently high quality, professional and person-centred in its response.

Purpose of the role

The Helpline Manager will play a crucial role in overseeing day-to-day operations on the 24/7 Helpline, including providing on-call support. Alongside another Helpline Manager, they will lead a team of Helpline Advisors to provide a high-quality service to potential victims of modern slavery, professionals, members of the public and businesses. They will work with the Senior Helpline Advisors to ensure case response is actioned effectively and in a timely manner through reviewing all Helpline cases and referrals. The Helpline Manager will work closely with the Quality & Development Manager to train new Helpline staff and support the continuous development and progression of Helpline Advisors to provide a high-quality service. The Helpline Manager will work closely with the Data Manager to ensure all data is captured accurately and in line with agreed data standards. The Helpline Manager must effectively build and maintain strong relationships with a diverse range of external stakeholders.

The Modern Slavery & Exploitation Helpline is delivered 24/7, 365 days a year. The post holder will be required to work some weekends, bank holidays and evenings to provide support to Helpline Advisors on a rotating basis (shift work), including as part of an on-call rota.

Responsibilities will primarily consist of:

- Managing Helpline operations
- Effective team management
- Recruitment, training and development
- Effective case management
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. Managing Helpline operations

1.1 Managing daily Helpline operations efficiently and effectively, so the Helpline is appropriately staffed at all times, ensuring that calls and contacts are responded too, tasks actioned in a timely manner, and data is recorded accurately.

1.2 Supporting the Head of Helpline Services in the ongoing effective operation of the Helpline and ensuring relevant protocols and policies are implemented and adhered to, providing suggestions for improvement in services, efficiencies, or expansions.

1.3 Building and maintaining strong working relationships with a diverse range of stakeholders to promote and facilitate Helpline services, including arranging speakers for internal training sessions, delivering presentations on the Helpline’s work, and collaborating with law enforcement, local authorities, NGOs and other partners on cases and referrals.

1.4 Ensure the Helpline is always operational and available by managing staffing resource effectively and producing appropriate Helpline schedules, as well as responding to ad hoc operational issues.

1.5 Provide 24/7 on call support to Helpline Advisors on a rotating basis.

1.6 Ensure Helpline telephony, IT and other relevant infrastructure is available and working effectively, liaising with Head of Helpline Services and Helpline & Trustee Coordinator to troubleshoot issues.

2. Effective team management

2.1 Directly line manage and mentor half of the Helpline Advisors including (but not limited to): monthly 1-1 supervisions, evaluation, performance management, individualised professional development and ongoing support as needed.

2.2 Work collaboratively with another Helpline Manager to co-manage team of Helpline Advisors, ensuring that calls and contacts are managed promptly, professionally and sensitively by quality assuring the response provided to a diverse range of service users.

2.3 Work collaboratively with another Helpline Manager and Senior Helpline Advisors to ensure Helpline operations runs smoothly, handovers are clear and succinct, and activities are completed accurately and promptly.
2.4 Provide in-the-moment support and feedback to Helpline Advisors during their shifts.

2.5 Attend daily floor meetings with Helpline Advisors to ensure all tasks are actioned and facilitate discussions about appropriate next steps on cases.

2.6 Foster an open and supportive working environment, providing emotional support and debriefs to Helpline Advisors as needed. Promote staff wellbeing and develop resilience within the team.

2.7 Ensure HR processes and paperwork are managed effectively and promptly to support internal and external supervision, probation, training, attendance, leave and performance.

3. Recruitment, training and development

3.1 Work with Head of Helpline Services and Helpline management team to develop resources and competency tests for prospective Helpline Advisors.

3.2 Work with Quality & Development Manager to develop and deliver training for new Helpline staff.

3.3 Proactively keep up to date with changes within the sector and legislative changes that will impact Helpline service provision and processes. Work with Quality & Development Manager to develop and deliver ad hoc training sessions and resources as required to ensure understanding across the team.

3.4 Spot check call recordings for quality assurance purposes.

3.5 Work with Quality & Development Manager to identify performance issues and development areas for direct reports, working together to address individual needs through ad hoc training sessions and resources.

3.6 Foster a culture of continuous learning and development within the team.

3.7 Support the ongoing development of a national referral and signpost directory of support services.

4. Effective case management

4.1 Review Helpline cases and referrals promptly, assessing for risk, ensuring timely and appropriate action is taken in line with Helpline protocols, using well-founded reasoning and according to the Helpline’s person-centred approach.

4.2 Coordinate the immediate response to crisis cases, tips and other requests for assistance received by the Helpline, which may include liaising with law enforcement, service providers, government agencies and other key stakeholders.

4.3 Attend case review meetings to discuss appropriate action on complex cases and agree best practice.
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

- Previous experience working in the field of modern slavery (or related field) within civil society, local government, or law enforcement or with vulnerable people.

- Ability to exercise good judgement, to handle conflict calmly and make independent decisions when faced with complex problems.

- Excellent written and verbal communication and interpersonal skills.

- Demonstrated ability to plan strategically, prioritise time, and manage implementation of plans in fast-moving, changeable environments.

- Experience of building excellent working relationships and fostering collaboration amongst diverse actors including law enforcement, local authorities, NGOs and government agencies in the UK.

- Proficiency working with databases, capturing accurate data, and the ability to quickly learn and utilise diverse technologies and systems.

- Demonstrated understanding of the unique needs and challenges of leadership within a 24/7 trauma-informed and person-centred service focused on staff and diverse service users.

- Ability to multitask across a range of activities and work to deadlines.

- Ability to give and receive constructive feedback.

- Experience of line management, including motivational leadership and mentorship.

## Desirable Knowledge, Skills and Experience

- Experience of developing and delivery effective training programmes.

- Experience of working on a Helpline or customer response environment.

- Experience of working on a 24/7 service.

- Experience of remote working.

- Experience of working with survivors of modern slavery.
- Experience of dealing with and managing poor performance.

## 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.
- Commitment to continuous self-development and the development of others.
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 March 24th at midnight.

Interviews will likely be held during the weeks of 25th March and 1st April.

We would like to start training in May 2024. Training is an initial 4 weeks full-time with some in-person attendance.

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.

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