



recruitment pack
MODERN SLAVERY
TRAINING 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.

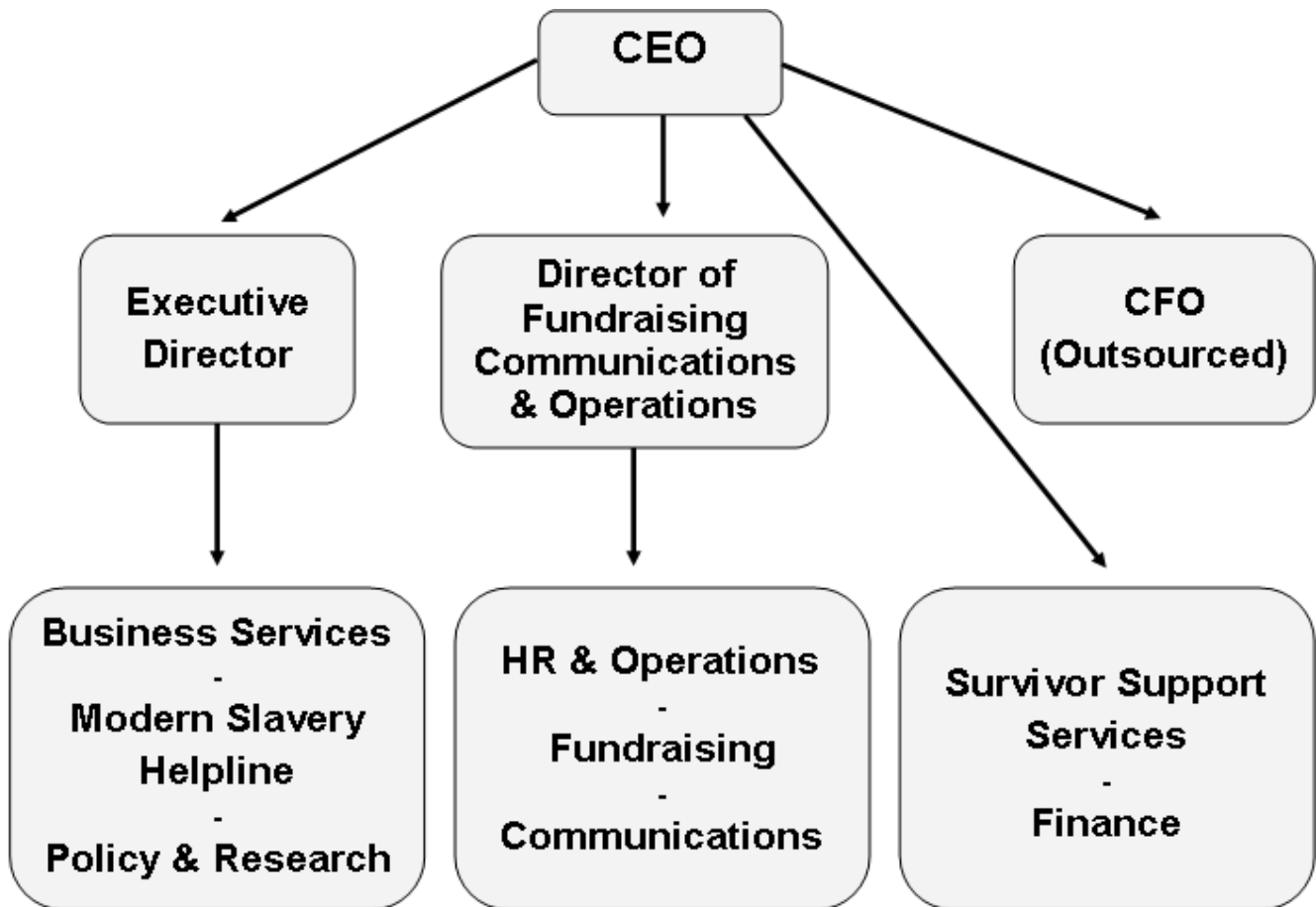
Policy, legislation and operational change

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.

MODERN SLAVERY TRAINING MANAGER

Location	<p>Unseen’s head office in Bristol – Hybrid approach with some working from home days. A degree of flexibility will be required.</p> <p>Includes regular travel to Unseen’s Head Office in Bristol and to client offices across the UK.</p>
Salary	£30,900 per annum (pro-rated for part time hours)
Contract type	Permanent
Hours	Full-time – 37.5 hours per week (Part time may be considered)
Reports to	Senior Business Engagement Manager (Delivery)
Key relationships for the role	<ul style="list-style-type: none"> • Business clients & public organisations • Head of Business Services • Head of Frontline Services • Senior Policy & Research Manager • Head of Helpline Services • Business Engagement Managers (Delivery) • Senior Business Engagement Manager (Growth) • Business Engagement Managers (Growth)
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. • Enhanced sick pay entitlement - 30 days full pay / 30 days half pay (pro rata for part time employees) upon successful completion of probationary period. • Long service awards • Pension contributions • Paid Birthday leave • 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

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 goal of advancing the UK's fight against modern slavery. In tandem, Unseen established a new Business Services arm to support diverse businesses across the UK and beyond in the fight against modern slavery.

A key part our Business Services is providing engaging training courses. We believe a key part in reducing modern slavery risk within businesses is to raise awareness via the education of people. This is why the Business Services department is looking to recruit a Modern Slavery Training Manager. They will lead on the design and implementation of existing and new courses to businesses and public organisations across the UK and internationally. They will also lead the design and continuous improvement of e-learning packages.

The Modern Slavery Training Manager will work closely with the Senior Business Engagement Manager (Delivery) to lead on the delivery of impactful training for our business clients.

Purpose of the role

The Modern Slavery Training Manager will play a crucial role in delivering training to a variety of people with a focus on building upon and creating material that is impactful and memorable. We are looking for someone who values education as a means for impact and who is keen to bring ideas on how we could improve our current training programs to be more relevant and exciting.

Responsibilities will primarily consist of

- Delivering training to a variety of people from different sectors and backgrounds
- Designing, launching and maintaining eLearning modules
- Designing and organising trainings requested by clients and proactively launching new training programs
- Critically reviewing and improving our current processes for creating and delivering training internally
- Working across our Business Service team to support Business Engagement Managers with clients who have requested training
- Researching and proposing new training ideas based on events, market trends or client feedback
- Being the leader on training in Business Services, providing insights, support and ideas to the wider team

Key responsibilities and tasks

1. Delivering Training

- 1.1. Designs and confidently delivers new training to businesses and public organisations on a wide range of modern slavery topics.
- 1.2. Organises resources, materials and clients on our e-learning platform to provide insightful and impactful training.
- 1.3. Creates programs and courses of learning depending on client requests, occasionally in collaboration with the client.
- 1.4. Considers the efficiency of building upon old training templates to save effort and time whilst also having the independence to call out when new material is needed Works directly with business clients and occasionally works in collaboration with Business Engagement Managers (BEMs) working on delivering other services to the same clients.
- 1.5. Liaises strategically with Business Engagement Managers about whether the client needs additional services if they have gaps in their modern slavery strategy.

2. Monitoring Training Impact & Feedback

- 2.1. Evaluating the impact of our training programs by organising client calls or surveys to understand attendee's' understanding and perception of modern slavery after taking our training.
- 2.2. Monitors the progress of individuals currently enrolled in our training courses and is available to answer any client questions or problems.
- 2.3. Uses sound judgment to request support from management and other teams as required for specialist questions or complex feedback.

3. Designing New Training

- 3.1. Proactively identifies the training needs of businesses by gathering and listening to their feedback, presenting these findings to the Business Services team and, if relevant, launches a new training creation project to fill this gap.
- 3.2. Observes and researches market trends and upcoming legislation relevant to businesses so we can keep ahead of their training needs.
- 3.3. Aligns with our Frontline Team, Helpline Team and Policy & Research Team on a quarterly basis to ensure we are capturing the expertise of different teams and that our training is up to date and impactful.
- 3.4. Annually revises whether our training platform is fit for purpose. If not, conducts research on other platforms that could fit our vision and brings this information for discussion with our Business Service Leadership team.

4. Business Services Growth

- 4.1. Relays new training ideas to our Business Service (Growth) team so we can engage new clients on exciting courses upcoming with Unseen.
- 4.2. Occasionally participates in the creation of persuasive communications we can send out to prospective clients around our training courses and their added value.

4.3. Thinks strategically about their current clients and whether they have a commercial branch that may need our wider business services, looping in our Business Engagement Managers (Growth) if an opportunity arises.

5. Modern Slavery & Training Platform Knowledge

5.1. Maintains a good overarching understanding of UK and international business and public sector related modern slavery and/or human rights legislation; current iterations and upcoming changes, sharing new information with wider team.

5.2. Understands modern slavery as a topic and is confident in sharing this knowledge to people. Keeps up to date with news and events relating to modern slavery.

5.3. Understand how to use our e-learning platform (training will be provided) and train others where appropriate.

5.4. Maintains and optimises our list of e-learning clients who sign up and complete training courses in their own time and virtually.

5.5. Makes sure we renew our training platform license in time and gets prior approval for the cost of this from the Head of Business Services.

5.6. Periodically review users on our training platform, removing any who no longer need access.

Person Specification

Essential Knowledge, Skills and Experience

Ability to create professional, accurate and engaging training material, that can be adapted to suit different audiences, including but not limited to presentation slides, scripts and emails.

Ability to deliver presentations confidently and eloquently and to answer questions with professionalism despite not always knowing the answer.

Experience of working with multiple ongoing projects and to consistently deliver high quality projects on time. Demonstrates great organisational skills to do so.

Experience of collaborating with diverse team members and clients in different job functions and using their input to shape powerful project proposals.

Excellent client management skills with an ability to build positive relationships and to strategically think about client needs and account growth

Ability to think creatively about improvement of or gaps in our offering and internal systems and to propose new projects to address these.

Ability to be disciplined in carving out small periods of time to research market trends and events despite having ongoing and active projects.

Ability to work within a team and collaboratively across the organisation as well as work independently and ask for help when needed.

Ability to give and receive constructive feedback.

Desirable Knowledge, Skills and Experience

A solid understanding of why and how modern slavery occurs, how we can approach this via a trauma-informed, victim centred approach, how businesses can identify and eradicate modern slavery in their supply chains.

Experience of using Articulate, LearnWorlds or other training platforms.

Experience of preparing and delivering training programs.

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.

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 1 December 2024.

Interviews will likely be held during the week of 9 December 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.

Any questions, please contact jobs@unseenuk.org.

A photograph of three women sitting at a table, engaged in a meeting or discussion. The woman in the foreground is smiling and looking towards the other two women. They appear to be in a professional or collaborative setting.

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