



recruitment pack

HELPLINE SENIOR DATA OFFICER

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.

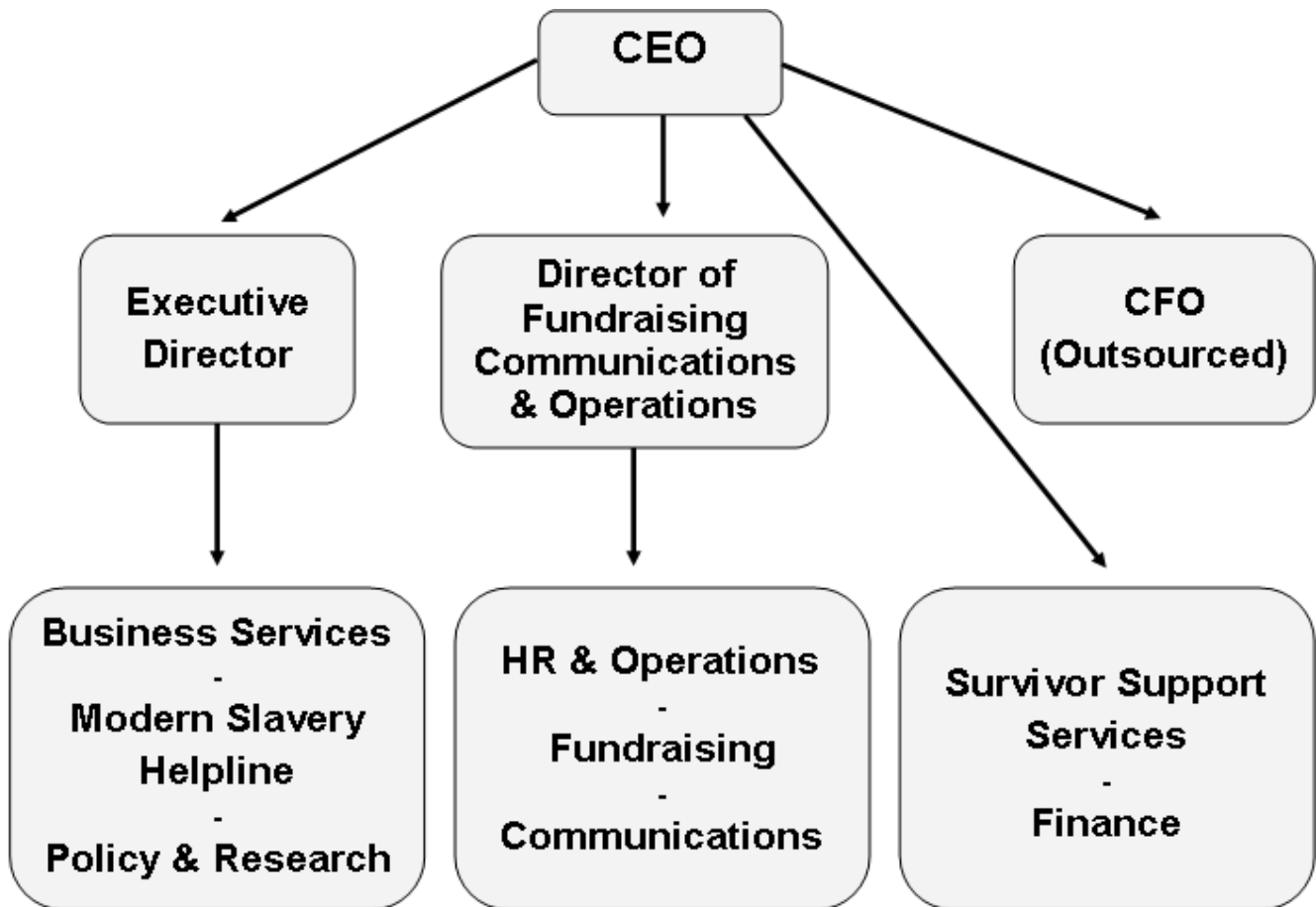
Policy, legislation and operational change

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.

Senior Data Officer

Location	Unseen's head office in Bristol or home based with periodic travel to Bristol and other locations as required for meetings and training etc
Salary	£29,174.00 per annum (pro-rated for part time hours)
Contract type	Permanent
Hours	Full-time (across 5 days Monday-Friday)
Reports to	Data Manager and Head of Helpline Services
Key relationships for the role	<ul style="list-style-type: none"> • Data Officers • Data Manager • Head of Helpline Services • Quality & Development Manager • Helpline Managers • Helpline Advisors
Requirements of the role	<ul style="list-style-type: none"> • Enhanced/Enhanced with Lists DBS
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 • Group reflective practice

Senior Data Officer (cont.)

The Role Within Unseen

We are looking for someone to step into the role of Senior Data Officer to support with oversight of day-to-day operations of the Helpline's data team. You will assist the Data Manager by offering support and guidance to Data Officers, as well as performing the duties of a Data Officer to a superior standard. You will ensure that data is effectively utilised for periodic and bespoke reporting to provide a timely, credible, high-impact evidence base for responses to modern slavery.

Purpose of the role

The Senior Data Officer will work with the Data Manager to help oversee reporting and utilisation of Helpline data. The Senior Data Officer must employ strong leadership and teamwork, often being responsible to set daily plans and manage daily productivity and priorities. The Senior Data Officer must also possess the ability to work independently and balance their own workload with the needs of the wider team. The successful candidate will take initiative, implement forward thinking, show high levels of resourcefulness, and engage in proactive, creative problem solving.

The successful candidate must model professionalism and focus, promoting a positive work culture in line with the values of Unseen. You must have a methodical approach and demonstrate a commitment to accuracy as you will review periodic and bespoke reports. A high level of written and verbal communication is required for presenting data insights in writing as well as delivering presentations. A strong understanding of the Helpline data model is required to support the implementation of technical advancements and updates to the Salesforce instance to ensure it is fit for purpose and user friendly. You must have strong analytical skills, well-reasoned case judgement and be able to articulate and guide others on the judgements and standards.

Responsibilities Will Primarily Consist of

- 1) Contribute to maintaining data quality, standards and training to ensure that Helpline data is effectively utilised.
- 2) Supporting the Data Manager to lead and grow the data programme and ensure effective publications and outputs of Helpline data and provide occasional reporting and Salesforce support to frontline services.
- 3) Provide support to Data Officers, including overseeing day to day activities and creating action plans as appropriate.
- 4) Engage in team and personal development, working alongside the Data Manager and Head of Helpline Services to lead on reviewing reports.
- 5) General (all staff).

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

Key responsibilities and tasks

1. Contribute to maintaining data quality, standards and training to ensure that Helpline data is effectively utilised

- 1.1. Contribute to the data cleaning process to a superior standard, checking Helpline cases and attached records to ensure data standards are adhered to and case information is correctly entered into Salesforce.
- 1.2. Work with the Data Manager to improve data quality by suggesting ways to increase efficiency of data entry and data cleaning without losing accuracy.
- 1.3. Propose well-informed changes to the data model to reflect the dynamic nature of Helpline data reported - ensuring the Salesforce instance remains fit for purpose and user friendly.
- 1.4. Work with the Helpline Management team to agree and uphold clear and robust data standards, ensuring consistency in approach across the team.
- 1.5. Offer advice and feedback to Data Officers to support with the knowledge and development of the team.
- 1.6. Provide the Data Manager and Quality & Development Manager with feedback on data quality and development needs when identified, as well as proposed solutions, training or guidance.
- 1.7. Support with or deliver training sessions and develop resources for Data Officers and Helpline Advisors as requested by the Quality & Development Manager. Support with induction and ad hoc training delivery, building the team's capacity and knowledge.

2. Supporting the Data Manager to lead and grow the data programme and ensure effective publications and outputs of Helpline data.

- 2.1. Support with the production of periodic and bespoke reports through Salesforce reporting functionality and analysis in Excel. Reports are for a range of external audiences and should be tailored to their needs and level of understanding. Reports should be accurate and written to a high standard.
- 2.2. Methodically review periodic and bespoke data reports ensuring all data is accurate, consistent and justifiable with minimal changes required by the Data Manager.
- 2.3. Present data orally with appropriate contextualization for varied audiences to maximise understanding and ensure accessibility of Helpline data statistics and insights.
- 2.4. Work with the Data Manager to identify and implement further efficiencies and automations to increase the speed and accuracy with which reports can be produced.

- 2.5. Support the Data Manager to plan and implement tech advancements, changes and updates to ensure the Salesforce instance and data model remain fit for purpose and user friendly.
- 2.6. Support frontline services with occasional reporting and updates to the Salesforce instance as needed

3. Provide support to Data Officers, including overseeing day to day activities and creating action plans as appropriate.

- 3.1. Provide support, advice and guidance to the Data Officers, answering ad hoc questions and offering debriefs as required.
- 3.2. Support the Data Manager by overseeing day to day activities across the data team. Create daily plans as required, guiding the Data Officers on objectives, priorities and deadlines, and ensuring all required tasks are completed to a high standard and in a timely fashion.
- 3.3. Attendance at Helpline Team Meetings, Case Review Meetings and Data meetings. Facilitate efficient and solution focused data meetings as required.

4. Engage in team and personal development, working alongside the Data Manager and Head of Helpline Services to lead on reviewing reports.

- 4.1. Model a high level of professionalism and promote a positive and inclusive working environment adhering to Helpline-specific and org-wide policies and protocols.
- 4.2. Work with the Data Manager to identify ongoing training and development needs within the Data Team and promote a culture of ongoing learning and development.
- 4.3. Keep abreast of and adhere to Helpline policies and protocols, particularly in relation to data requirements and processes.
- 4.4. Identify own ongoing training and professional development needs and work with the Data Manger to meet these.
- 4.5. Use strong time management and prioritisation to ensure work is completed efficiently and on time. Be flexible and adaptable to effectively meet the requirements and priorities of the Data Team.
- 4.6. Attend and engage with 1-1s and quarterly performance review meetings.
- 4.7. Utilise available support structures to maintain personal resilience.

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.
- 5.3. Build and maintain effective relationships with colleagues contributing to a positive and inclusive working environment. Proactively work to ensure team morale, supporting colleagues and helping to work in a safe and boundaried way.
- 5.4. Other duties as assigned.

Person Specification

Essential Knowledge, Skills and Experience

A keen eye for detail and proven methodical approach to finding errors and ensuring accuracy.

Salesforce administrator experience including implementing configuration changes and data model changes

Experience of working in a supervisor or team leader role

Demonstrated experience of using Salesforce for reporting and implementing data model changes

Experience of defining and implementing data standards

Intermediate to advanced Excel skills.

Excellent written and verbal communication skills and ability to tailor communication to a range of audiences.

Ability to confidently take initiative while motivating and strengthening a team approach.

Demonstrated ability to think critically and creatively problem solve to find solutions to nuanced, multifaceted challenges.

High focus and productivity with demonstrated ability to plan ahead, prioritise time, and manage expectations and implementation of plans in fast-moving, changeable environments.

Ability to utilise support structures to help maintain personal resiliency and wellbeing.

Experience working with large data sets

Experience working with vulnerable individuals or using sensitive data relating to them

Ability to follow instructions, as well as taking on board and utilising feedback.

Desirable Knowledge, Skills and Experience

Management experience

Skilled and confident delivering presentations internally and externally, including the delivery of statistics and data.



Experience of creating training plans and delivering training.

Experience using Power BI

Experience working on a Helpline

Knowledge of modern slavery and/or adjacent issues

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. Complete [Unseen's application form](#) for the role, and;
2. Send a copy of your CV to jobs@unseenuk.org.

If you are unable to complete the form online, please email jobs@unseenuk.org or call us on 0303 040 2888 and we will send a printable version for you to complete.

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 20 April 2025.

Kindly note, we reserve the right to close applications early if we receive a high number of applications. As such, we recommend interested applicants to apply early.

We endeavor to hold interviews during the week starting 28 April 2025, but this will be subject to the closing date and hiring manager capacity.

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 or call us on 0303 040 2888.



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