

Business Engagement Manager

At other organisations, this role may be known as Consultant/Advisor



Recruitment pack

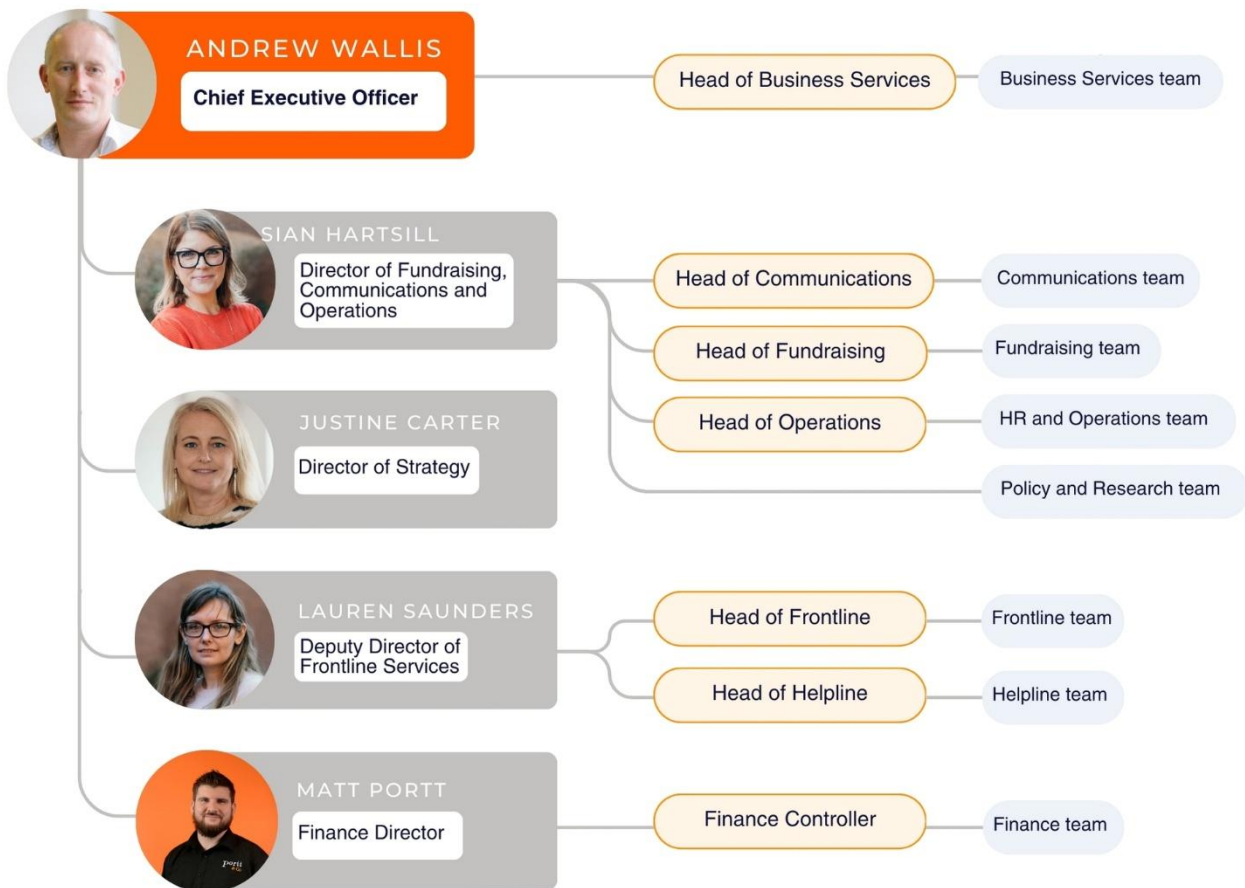
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| Location | Unseen's head office in Bristol (Hybrid approach with some working from home days. A degree of flexibility will be required) |
| Salary | £31,827 per annum. We are an accredited member of the Living Wage Foundation. |
| Contract type | Permanent |
| Hours | Full-time – 37.5 hours per week Monday-Friday |
| Reports to | Senior Business Engagement Manager - Delivery |
| Key relationships for the role | <ul style="list-style-type: none"> • Business clients • Business Engagement Team members • Training Manager • Communications Team • Executive Director • Modern Slavery & Exploitation Helpline and Data Team |
| Requirements of the role | <ul style="list-style-type: none"> • Standard DBS • UK Driving Licence/Car • Lone Working |
| Benefits | <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 paid leave is awarded at the start of each holiday year (maximum of 5 days) • Paid Birthday leave • Long service awards • Enhanced Sick Pay entitlement • Enhanced Maternity and Adoption leave • Employee Assistance Programme – counselling for individuals and their families (up to 8 sessions) and a range of wellbeing support resources • Pension contributions • Bike to Work Scheme • Speak Up Staff line • Lone Working system in place |

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 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: 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.



Purpose of the role

The Business Engagement Manager (Delivery) will join a passionate team that supports businesses and organisations across a broad range of sectors to develop their modern slavery approach.

The role underpins one of the main strands in Unseen's mission: identifying key slavery and exploitation issues, and equipping others with effective solutions through advice and training. You will manage business clients, both existing and new clients as they onboard, delivering consultancy projects and bespoke training, influencing and continuously improving business behaviours; working with clients to help them realise the benefits of their Hub and Portal memberships.

You will work closely with colleagues in the Business Services Team and your ideas and thoughts will contribute towards growing our team. You will have a solid understanding of the need for behaviour change in businesses to prevent worker exploitation and a desire to deliver real value to your clients and to the organisation.

Key responsibilities and tasks

- Building strong relationships with a range of businesses across diverse sectors
- Providing on-demand support for Hub and Portal members
- Being coached on and delivering Unseen's range of business services, including consultancy and training, as well as Hub membership services to business clients.
- Managing day to day running of the Helpline Business Portal. Providing advice and guidance to portal members including remediation support.
- Delivering on-site worker wellbeing projects, gathering worker voice via confidential worker interviews.
- Offering additional services to existing clients, optimising opportunities to support and raise awareness.
- Hosting webinars, seminars and meetings with regular guest speakers and developing unique, relevant, and interesting content for business clients.
- Attending relevant sector / business related events to promote / highlight the work of Unseen.
- Supporting development of effective lead generation strategies, ensuring the thoughts of existing clients are factored into any activities.

Other duties that may arise from time to time.

1. Client Management

- 1.1. Maintain strong relationships with clients receiving Unseen services, keeping in contact with regular, scheduled meetings.
- 1.2. Ensure clients are kept up to date regarding trends and issues related to worker exploitation affecting their sector and supply chain.

- 1.3. Ensure a register of contacts and interactions is maintained and updated regularly, using HubSpot.
- 1.4. Ensure client enquiries are responded to within 2-3 working days.
- 1.5. Ensure your clients renew their memberships.

2. Delivery

- 2.1. Ensure training content and consultancy resources are relevant and up to date, including consideration of local and global statistic and legislative updates.
- 2.2. Present professionally and competently to clients, ensuring that all communication is clear, concise, and understood by the recipients.
- 2.3. Deliver all consultancy pieces on time and in line with client expectation.
- 2.4. Ensure any data used in communications with businesses is cleared for external consumption by the Head of Helpline Services.
- 2.5. Maintain up-to-date calendar of deliverable activities, keeping the Senior Business Manager informed of scheduled and upcoming activity.
- 2.6. Develop and host Hub webinars for members, including sector specific sessions, with guest speakers and engaging content.
- 2.7. Contribute to the delivery of events, including Unseen's Annual Business Awards.
- 2.8. Maintain open conversations with clients, gathering feedback in order to continuously improve delivery of services.

3. Growth

- 3.1. Identify opportunities to offer additional services to clients, optimising opportunities to support and raise awareness.
- 3.2. Secure client memberships renewals
- 3.3. Support with and share opportunities for yourself and the team to attend and present at events and conferences to highlight Unseen's work.
- 3.4. Support development of effective lead generation strategies, ensuring the thoughts of existing clients are factored into any activities.
- 3.5. Contribute to content pieces, including securing client testimonials and case studies.

4. Maintain understanding of modern slavery landscape

- 4.1. Maintain 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.
- 4.2. Maintain awareness of any media articles relating to worker exploitation or the wider modern slavery landscape, alerting and sharing with the team.
- 4.3. Join all team meetings and contribute to discussions effectively.

5. General (all staff)

- 5.1 Promote the vision, aims and objectives of the organisation and ensure that all external contact fully reflects 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

We use the Person Specification to shortlist candidates for interview. For competitive personal statements, we recommend referencing with examples how your skillset and experience matches the Person Specification.

Essential Knowledge, Skills and Experience

Experience of working with competing priorities and deadlines, able to plan strategically, prioritise time, and manage implementation of plans in a changeable environment.

Ability to build and grow strong professional relationships with individuals and organisations.

Excellent multi-channel communication skills including ability to communicate to all levels of an organisation and external parties and agencies, including the ability to tailor and adapt approach to circumstances.

Ability to work on own initiative and as part of a team.

Excellent analytical and problem-solving skills.

Excellent written and verbal communication skills, delivered with authority and sensitivity to the recipient.

Commitment to providing good customer service at all times.

Ability to use MS Word, MS Excel and MS PowerPoint effectively.

Ability to maintain confidentiality.

Desirable Knowledge, Skills and Experience

A solid understanding of the requirements placed on businesses to prevent modern slavery from occurring in their supply chains and operations.

Experience delivering complex projects.

Experience working with business clients.

Experience delivering regular training to groups.

Experience of working in a modern slavery or human rights related field or role.

Proficiency working with CRM systems and ability to quickly learn and utilise diverse technologies.

Knowledge of LinkedIn, HubSpot and other channels.

Proven understanding of and empathy with vulnerable people, especially survivors of modern slavery.

How to apply

To apply:

1. Please complete the [application form](#) attached. This includes a personal statement of 500 words outlining your suitability for the role, and;
2. Please also send a copy of your CV to jobs@unseenuk.org with reference to the job title.

The deadline for applications is 27 April 2025.

Interviews will likely be held during the week of 5 May 2025.

We reserve the right to close the vacancy early if we receive the requisite number of applications. For this reason, we encourage interested candidates to apply early.

As an organisation focused on equity, diversity and inclusion, 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**