

# Recruitment & Admin Officer

*At other organisations, this role may be known as Administration Officer, Operations Officer or Recruitment Officer.*



# Recruitment pack

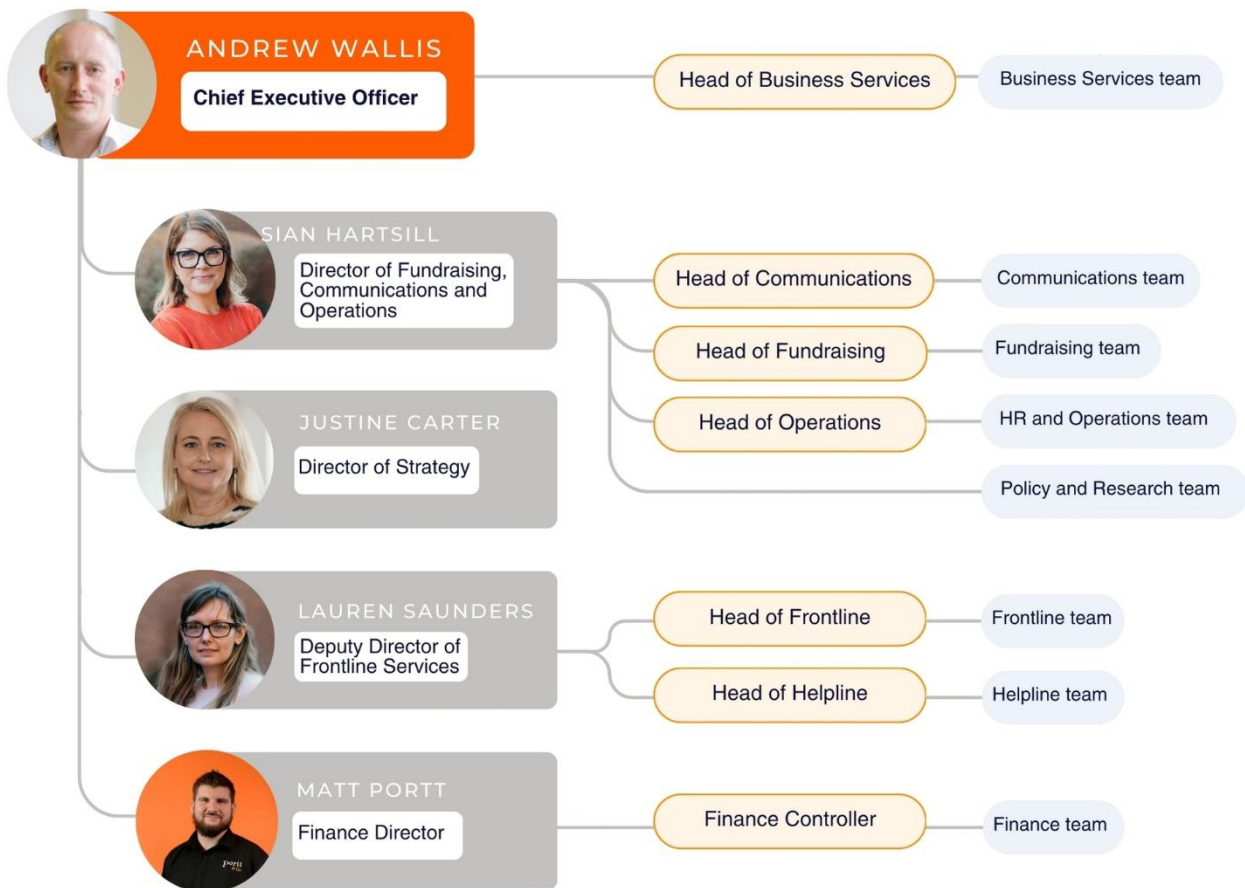
<b>Location</b>	In person at Unseen’s head office in Bristol.
<b>Salary</b>	£14640.42 per annum (FTE £24400.70). We are an accredited member of the Living Wage Foundation.
<b>Contract type</b>	Fixed term until February 2026 with the possibility of extension in accordance with operational need.
<b>Hours</b>	Part time – 22.5 hours per week. Some flexibility around working pattern can be considered. Mon: 0900-1500 Tues: 0900-1500 Wed: 0900-1530 Thurs: 0900-1500
<b>Reports to</b>	Head of Operations
<b>Key relationships for the role</b>	<ul style="list-style-type: none"> <li>• Head of Operations</li> <li>• Operations Team</li> </ul> This role will be providing support for individuals across the wider organisation
<b>Requirements of the role</b>	<ul style="list-style-type: none"> <li>• Enhanced with List DBS</li> <li>• UK Driving Licence/Car</li> <li>• Lone Working</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• 33 days holiday per year (pro-rated equivalent for part time), inclusive of bank holidays</li> <li>• An additional day of paid leave is awarded at the start of each holiday year (maximum of 5 days)</li> <li>• Paid Birthday leave</li> <li>• Enhanced Sick Pay entitlement</li> <li>• Enhanced Maternity and Adoption leave</li> <li>• Employee Assistance Programme – counselling for individuals and their families (up to 8 sessions) and a range of wellbeing support resources</li> <li>• Pension contributions</li> <li>• Bike to Work Scheme</li> <li>• Speak Up Staff line</li> </ul>

# 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 Recruitment & Admin Officer is an incredibly varied role working at the centre of a dynamic, ambitious and fast-moving charity. The role will be based at Unseen's head office in central Bristol and the primary purpose of the role will be to deliver high quality recruitment & administrative support to the organisation. This role will be integral member of the Operations team providing support to Unseen's various projects and activities across multiple sites.

We are looking for an adaptable, proactive, and enthusiastic individual, with exceptional organisational skills, to take on this multifaceted role.

## Key responsibilities and tasks

1. Leading on recruitment administration including enquiries, advertising, interview and selection processes.
2. Facilitating onboarding for new starters and providing an excellent employee experience.
3. Manage all incoming communication, channelling to and coordinating responses from other teams where necessary.
4. Support the day-to-day running of the Bristol office and provide operational support for the organisation.
5. Provide administrative support for other functional areas on an ad-hoc basis, including the Frontline, Fundraising and Communications teams and ensure that overall cross-team collaboration is maintained.

The Recruitment & Admin Officer will join a friendly and committed Operations team made up of 5 people. You will be supported and managed by the Head of Operations and work closely with the rest of the Operations team.

### Recruitment & Selection

1. Responsible for all administrative tasks in relation to recruitment: enquiries, advertising, interview and selection processes.
2. Responsible for managing the internal "Jobs" inbox, responding to enquiries and coordinating responses or input from other colleagues where necessary.
3. Facilitate interviews (both in person and virtually) including meeting candidates and supporting Hiring Managers with preparations and logistics.
4. Communicate outcomes to candidates, including facilitating feedback from the Hiring Managers where requested.
5. Ensure Unseen's commitment to equity, diversity and inclusion is reflected in all recruitment processes.
6. Review recruitment protocols and processes on an ongoing basis, identifying and implementing improvements upon agreement with Head of Operations.

### Onboarding and Employee Experience

1. Draft documentation and request references for new starters.
2. Support Managers and the Operations and HR team with onboarding plans and scheduling for new starters.
3. Meet new starters on their first day and facilitate onboarding sessions.
4. Promote and maintain an approach to onboarding which aligns with Unseen's commitment to equity, diversity and inclusion, promotes the wellbeing of staff and supports the organisation to achieve its aims.
5. Maintain up-to-date organisational records, including the organogram and staff contact list.
6. Administer staff reward schemes, including the Star of the Quarter initiative and coordinating in-person and remote end of year celebrations.

#### **Monitor, respond to and follow up on all incoming communication.**

1. Providing reception services in line with Unseen's Visitors Protocol.
2. Ensuring all web and email enquiries received centrally are answered/forwarded appropriately to other teams promptly.
3. Answering the main office phone line and fielding or forwarding phone calls as required.
4. Managing incoming and outgoing post, ensuring all post is collected and channelled to appropriate teams across the organisation, and ensuring that outgoing post is sent out appropriately.

#### **Support the day-to-day management of the Bristol office and provide operational support for the organisation.**

1. Regularly liaising with the Senior Admin, IT and Operations Officer and Head of Operations to ensure the smooth overall running of the Bristol office, leading on resolutions of minor maintenance issues.
2. Purchasing items for head office and projects, including monitoring usage for subscription services, and maintaining the organisation's list of suppliers.
3. Ensuring that office equipment is in good working order, purchasing and disposing of equipment where required.
4. Undertaking and recording completion of regular Health and Safety Checks.

#### **Support to other teams**

1. Booking and coordinating travel and accommodation for monthly Helpline staff visits and new starters.
2. Booking and coordinating travel and accommodation for in-person Board meetings.
3. Set up the office and coordinate refreshments for in-person Board meetings.
4. Coordinate requests for printed materials and ID cards for Frontline staff.

#### **General (all staff)**

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.
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 in an office administrative and support role capacity.

Experience of recruitment processes.

Experience of working on multiple projects at the same time and the ability to prioritise workload effectively and meet deadlines.

Excellent interpersonal skills and ability to work with colleagues at all levels and a wide range of external stakeholders.

Excellent written communication skills.

Confident and proactive approach to problem solving and a willingness to take initiative.

Competence with IT with specific experience of using the Microsoft Office 365 system.

Excellent and accurate record keeping and maintenance of shared resources and file systems.

Willing to work flexibly and collaboratively, both independently and as part of a team.

An understanding of the measures to take when working with confidential and sensitive information.

A valid UK driving license.

## Desirable Knowledge, Skills and Experience

Commitment to equity, diversity and inclusion.

Basic understanding of finance administration related to processing purchases.

Understanding of Health and Safety requirements.

## How to apply

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

If you are unable to complete the form online, please email [jobs@unseenuk.org](mailto: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 Sunday 4 May 2025.**

**Interviews will likely be held during the week of 12 May 2025.**

*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](mailto: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**