

Helpline Advisor

Recruitment pack



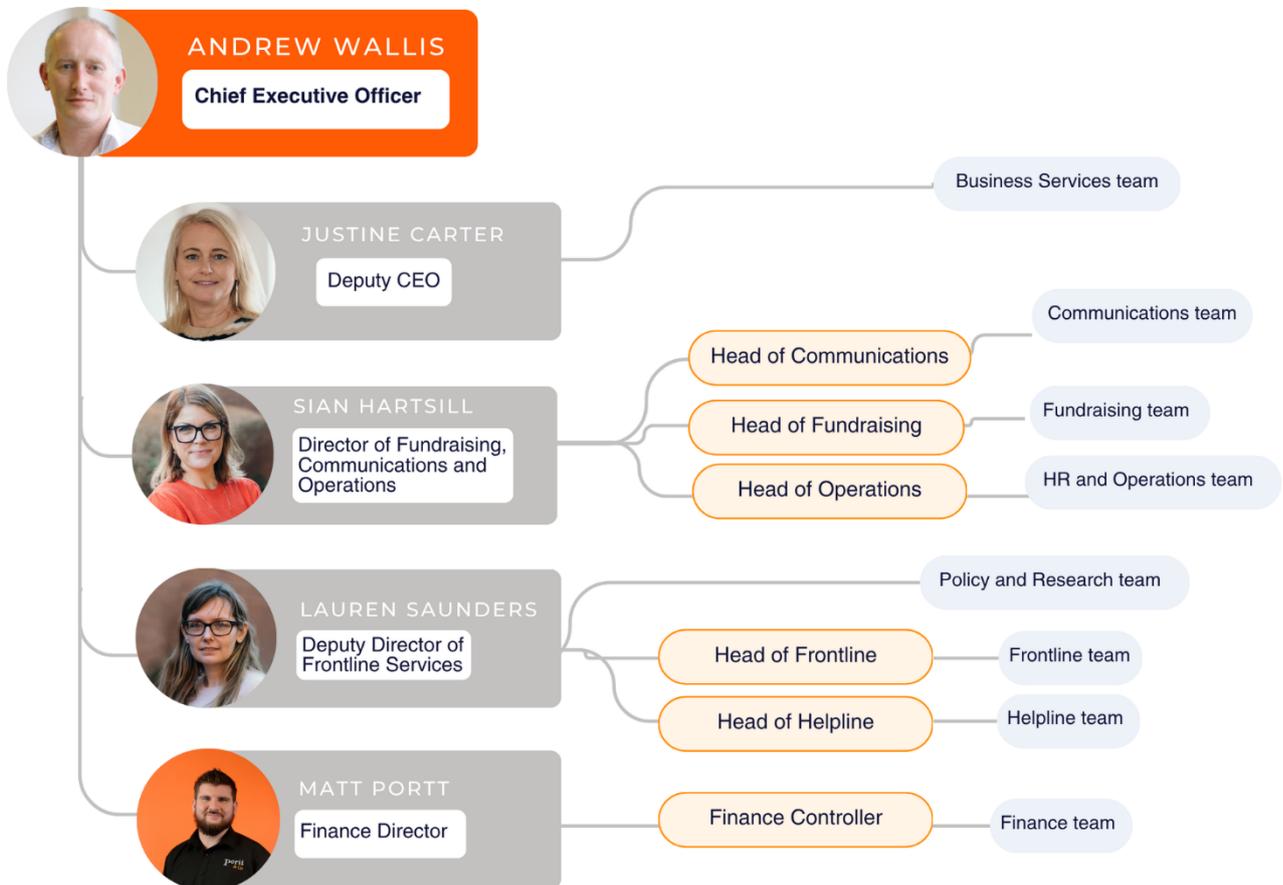
Location	Remote with occasional attendance at office in Bristol or other location as required.
Salary	£26,821.20 per annum (pro-rated for part time hours). We are an accredited member of the Living Wage Foundation.
Contract type	Permanent
Hours	Full-time (37.5 hours) or part-time to a minimum of 30 hours per week Varied shift work according to a rolling rota to provide cover from 08:00-22:00. The role involves evening, weekend and bank holiday working
Reports to	Helpline Manager
Key relationships for the role	<ul style="list-style-type: none"> • Helpline Managers • Senior Helpline Advisors • Quality & Development Manager • Head of Helpline Services • Data Team
Requirements of the role	<ul style="list-style-type: none"> • Enhanced with List DBS • 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 and Lone Working system in place • Reflective Practice

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

You will help form part of a UK-wide team of remote Helpline Advisors operating the only modern slavery specific helpline in the UK. After completing our training package for new Helpline Advisors (approximately four weeks) you will begin working as part of a collaborative and dynamic team responding to a variety of callers and contacts. You will be answering incoming calls, making callouts, sending emails, drafting referrals to external agencies, and maintaining accurate data will be your day-to-day responsibilities. You will contribute to a service that as well as providing information, advice and guidance to our service users, also helps create one of the largest non-governmental bodies of data on the scale of modern slavery in the UK which is used to influence strategy and policy at local, national and international levels. You will provide trauma informed and person-centred information, advice, and guidance to a variety of caller types, including people in and out of exploitation, professionals, members of the public, and businesses.

Key responsibilities and tasks

All Helpline Advisors are responsible for responding to a variety of forms of contact made through the Modern Slavery & Exploitation Helpline. Helpline Advisors will use their excellent written and verbal communication to ensure incoming calls, outgoing calls, emails, referrals and data are all handled in line with the Helpline's trauma-informed and person-centred values. Helpline Advisors will report directly to Helpline Managers.

1. Operational responsibilities

- 1.1. Ensure the Helpline remains operational 7 days a week, 0800-2200 by working a varied shift pattern including evenings, weekends and bank holidays.
- 1.2. Helpline Advisors are expected to work as a team to ensure staff are available and calls are answered, demonstrating awareness of call volumes and effectively communicating their capacity.
- 1.3. Deliver the core technical functions of the role including responding to external callers and web reports, sending emails and drafting referrals to external agencies based on the Helpline protocols and your independent risk assessment.

2. Helpline Response

- 2.1. Be flexible and adaptable to respond effectively and promptly to a diverse range of contacts through the Helpline in a trauma informed and person-centred way. Helpline Advisors must exhibit empathy, strong listening skills and professional boundaries.
- 2.2. Maintain a professional approach at all times, effectively identifying the needs of Helpline service users whilst adhering to the Helpline policies and protocols.
- 2.3. Provide relevant and tailored advice and signposting to the caller during the call to effectively support the caller and to minimise call backs.
- 2.4. Adhering at all times to the Helpline's strict confidentiality policy.
- 2.5. Understand the importance of clear, concise and accurate call notes; ensure that calls are logged and relevant information is gathered and included. Helpline Advisors must have

- strong, clear writing skills.
- 2.6. Demonstrating strong judgement and critical thinking to conduct accurate modern slavery and risk assessments. Be able to classify cases according to the modern slavery assessment conducted and in line with Helpline data standards. Classifications may be given over the phone and inform advice given but will also be recorded in the CRM.
 - 2.7. Entering accurate and detailed data into our bespoke CRM to support our data programme's aims to influence strategy and policy. Data will be recorded about types of incoming/outgoing contacts, types of situations reported, the numbers of people involved and the contributing factors to modern slavery and human trafficking. Helpline Advisors are required to think critically about data entry and work according to published data standards with well-reasoned justifications for data entered.
 - 2.8. Ensure appropriate follow up action is taken as required, demonstrating reasoned thinking, judgement and risk assessments and represents trauma informed and person-centred values.
 - 2.9. Work with colleagues to ensure that referral tasks are completed by their due date or earlier, in line with referral protocols including confidentiality, person-centred approach, timelines and trainings. Referrals should be drafted and used as advocacy, tailored to the situation and reflecting what is needed from the organisation receiving the referral.
 - 2.10. Appropriately escalate high risk and time sensitive cases in line with Helpline policies and protocols.

3. Teamwork & conduct

- 3.1. Support colleagues by prioritising effectively and understanding the changing needs of the Helpline
- 3.2. Support the Helpline management team in the development and maintenance of materials and tools to provide an effective response to the different types of requests received through the helpline and improve ways of working.
- 3.3. Build and maintain effective relationships with colleagues contributing to a positive and inclusive working environment, offering support to each other, when needed. The Helpline works together closely as a team.
- 3.4. Maintain high levels of professionalism in all communication, both internally within Unseen and in external communications. Maintain appropriate professional boundaries and adhere to Unseen's Code of Conduct.
- 3.5. Represent the organisation safely and professionally, showing ambassadorship and refraining from self-disclosure or biased responses.
- 3.6. Utilise support structures in place to support work in a challenging sector, to maintain personal resiliency and wellbeing.
- 3.7. Complete other Helpline projects and tasks as required.

4. Training & Professional Development

- 4.1. Successfully complete initial Helpline Advisor training, and on-going trainings as required.
- 4.2. Understand and keep abreast of sector-wide changes, as well as policies and protocols related to the effective operation of the Helpline and implement what is communicated.
- 4.3. Contribute to a culture of continuous development and ongoing learning. Attend events,

such as webinars, when requested and present summaries to the team.

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	Assessed During
Experience of exercising good judgment, critical thinking, initiative and independent decision making when faced with complex and challenging problems	Application
Experience of calmly assessing needs and identifying risk in a range of challenging situations, including during potential conflict and scenarios with heightened emotions	Application
Experience of working in a trauma informed way with a wide range of people including those who are vulnerable or have significant needs	Application
Previous experience of working in the field of anti-trafficking/modern slavery or knowledge of the topic	Application
Strong verbal and written communication skills with the ability to transition easily between diverse communication styles	Interview
Proficiency working with databases and/or CRMs with the ability to quickly learn and utilise diverse software packages	Interview
Speed and efficiency in performing tasks, with the ability to synthesize and retain new information quickly	Interview
Desirable Knowledge, Skills and Experience	
Previous experience of working in a helpline or customer response environment.	Application/interview
Previous experience of working with a diverse range of stakeholders including police, local authority and non-governmental organisations	Application/interview
Previous experience of remote working and/or shift working.	Application/interview

How 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 Sunday 1 March 2026. This deadline is likely to be brought forward if sufficient applications are received by an earlier date. Please apply early to avoid disappointment.

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**