

## Seasonal Worker Scheme (SWS)

### Support Line - Call Handler

# Recruitment pack



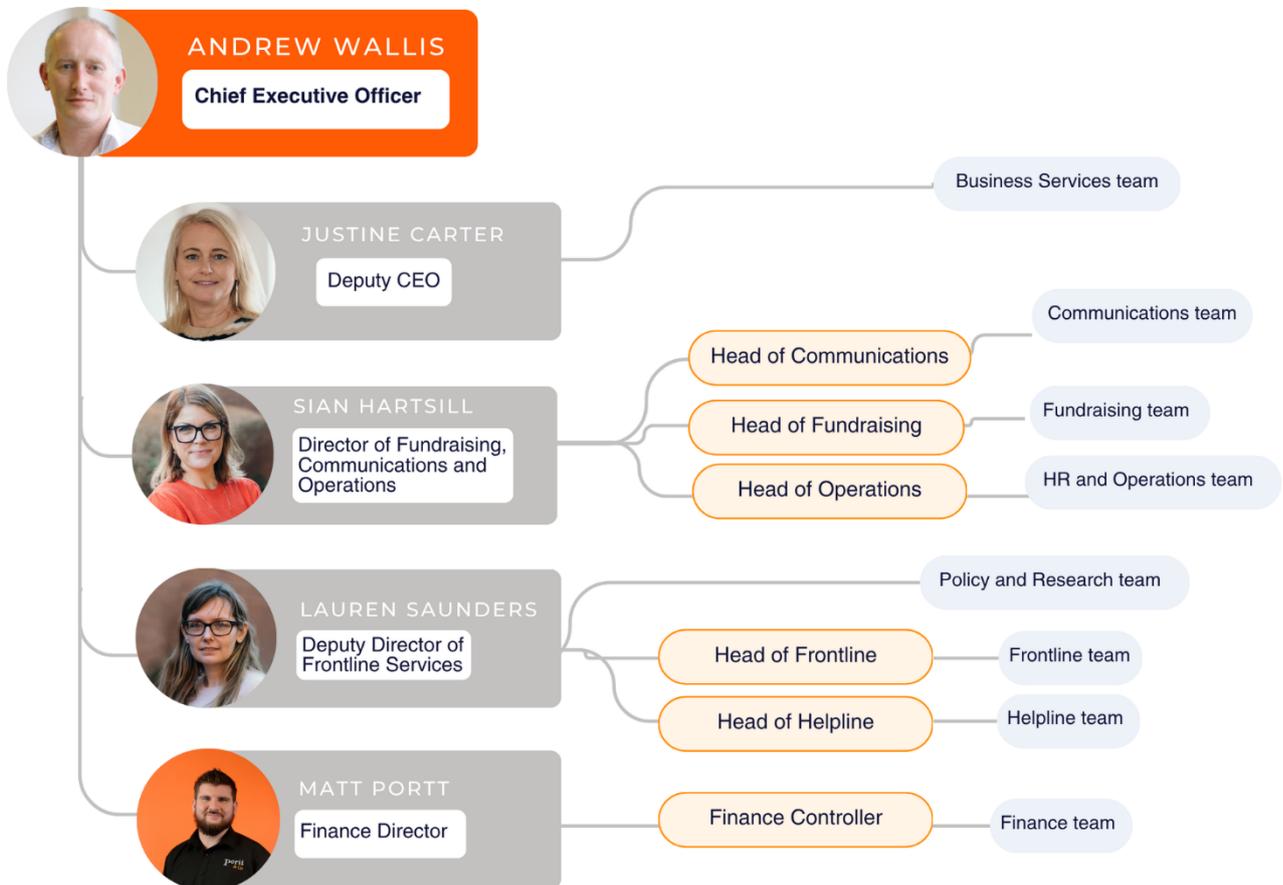
<b>Location</b>	Remote with occasional attendance at Unseen's Head Office in Bristol. Induction training will also require attendance at Bristol or another location.
<b>Salary</b>	£26,250 per annum (pro-rated for part time hours), plus £25 per day on-call allowance, when on-call (managed on a rota basis). We are an accredited member of the Living Wage Foundation.
<b>Contract type</b>	Fixed term for up to 9 months (with possibility of extending or becoming permanent, subject to finances).
<b>Hours</b>	Full-time (37.5 hours) or part-time with a minimum of 22.5 hours per week Varied shift work with on-call requirements to ensure cover is maintained throughout hours of operation (8am-9pm). The role therefore involves evening, weekend and bank holiday working.
<b>Reports to</b>	Worker Wellbeing Manager
<b>Key relationships for the role</b>	<ul style="list-style-type: none"> <li>• Head of Business Delivery</li> <li>• Business Coordinator</li> <li>• Deputy CEO</li> <li>• SWS Taskforce</li> <li>• Scheme Operators/farms</li> </ul>
<b>Requirements of the role</b>	<ul style="list-style-type: none"> <li>• Enhanced with List DBS</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 and Long service awards</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, Lone Working system and Reflective Practise</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

You will help form part of a small team of call handlers operating a new Seasonal Workers Scheme (SWS) support line. After completing our bespoke SWS training you will begin working as part of a small but dynamic team responding to a variety of callers and contacts. Your day-to-day responsibilities will include answering incoming calls, making callouts, sending emails, drafting referrals to external agencies, and maintaining accurate data. You will form part of a triage service that will signpost callers and contacts to identified third parties who can deal appropriately with their enquiry. You will ensure all actions and data are recorded accurately and promptly to aid relevant follow up and close out of issues. You will be person-centred and deal with a variety of worker issues, including dealing with workers who may be in situations of exploitation.

## Key responsibilities and tasks

**SWS Call handlers are responsible for responding to a variety of forms of contact made through the SWS support line. Call Handlers will use their strong written and verbal communication skills to ensure incoming calls, outgoing calls, emails, referrals and data are all handled in line with the organisation's trauma-informed and person-centred values. SWS call handlers will report directly to the Worker Wellbeing Manager within our Business Services Team.**

### 1. Operational responsibilities

- 1.1. Ensure the support line remains operational between 8am-9pm, 7 days a week, by working a varied shift pattern, to include some on-call cover during evenings, weekends and bank holidays.
- 1.2. SWS call handlers are expected to work as a team to ensure all calls are answered and contacts are dealt with promptly.
- 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 SWS line 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 SWS line in a trauma informed and person-centred way. Call handlers must exhibit empathy, strong listening skills and professional boundaries.
- 2.2. Always maintain a professional approach, effectively identifying the needs of SWS service users whilst adhering to the relevant policies and protocols. Demonstrating strong judgement and critical thinking to signpost and refer callers and contacts appropriately.
- 2.3. Provide an effective triage service and signposting to the caller during a call to effectively support them and to minimise call backs.
- 2.4. Adhering at all times to the SWS line's strict confidentiality policy.
- 2.5. Understand the importance of clear, concise and accurate call and contact notes; ensure

that calls are logged and relevant information is gathered and included. SWS Call Handlers must have strong, clear writing skills.

- 2.6. Classify SWS cases according to the circumstances and in line with relevant data standards, entering appropriate data into our bespoke CRM to support subsequent action and data reporting.
- 2.7. Ensure appropriate follow up action is taken as required, demonstrating reasoned thinking and judgement and which remains trauma informed and person-centred.
- 2.8. Work with colleagues to ensure that referral tasks are completed within the relevant timescales. Referrals should be clearly drafted, tailored to the situation and reflecting what is needed from the organisation receiving the referral.
- 2.9. Appropriately escalate high risk and time sensitive cases in line with SWS support line policies and protocols.

### **3. Teamwork & conduct**

- 3.1. Support colleagues by prioritising effectively and understanding the changing needs of the SWS support line.
- 3.2. Support the Worker Wellbeing Team and wider Business Services team in the development and maintenance of materials and tools to provide an effective response to the different types of requests received through the SWS line 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 Business Services Team 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 Business Services projects and tasks as required.

### **4. Training & Professional Development**

- 4.1. Successfully complete initial SWS call handler 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 SWS line and implement communications.
- 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 others needs and identify risk in a range of challenging situations	Application
Strong organisation skills and a clear attention to detail	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 synthesise and retain new information quickly	Interview
Desirable Knowledge, Skills and Experience	
Previous experience of working in a helpline or customer response environment.	Application/interview
Knowledge of worker rights and related grievance mechanisms	Application/interview
Previous experience of working with a diverse range of stakeholders including vulnerable individuals	Application/interview
Previous experience of remote working and/or shift working.	Application/interview
Experience of working in a trauma informed way with a wide range of people including those that are vulnerable or have specialist needs	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](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 midnight on Sunday 22 February 2026.**

**Interviews will likely be held the week commencing 2 March 2026.**

**Kindly note, we reserve the right to close the vacancy if we reach the requisite number of applications. If you're interested in the role, we would encourage you 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](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**