

Project Support Officer (Tech & Digital Strategy)

At other organisations, this role may be known as Project Co-ordinator

Recruitment pack



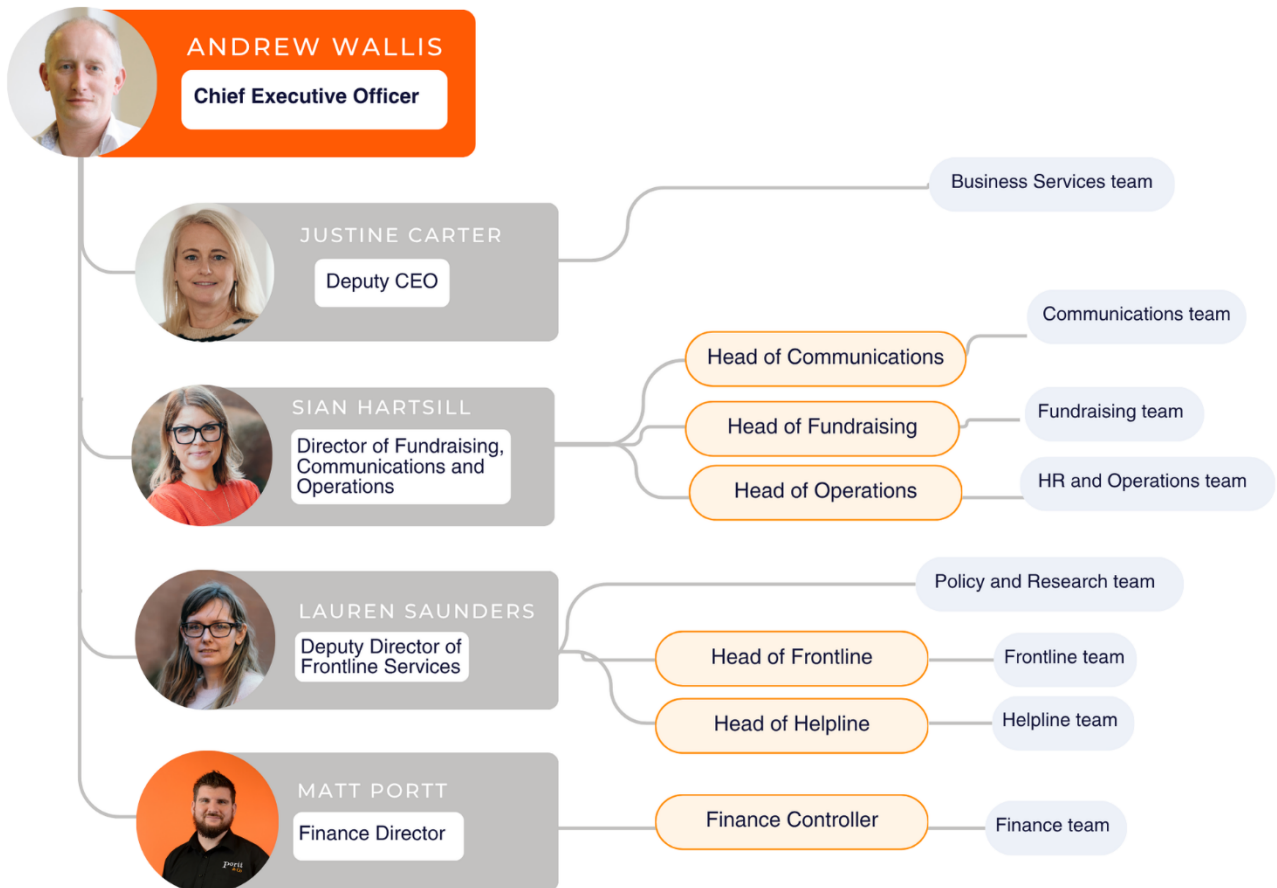
Location	Hybrid with regular attendance (1 day per week) at Unseen's Head Office in Bristol.
Salary	£29,175.00 per annum (pro-rated for part time hours), plus £25 per day on-call allowance, when on-call (managed on a rota basis). We are an accredited member of the Living Wage Foundation.
Contract type	Fixed term for up to 8 months (with possibility of extending or becoming permanent, subject to finances).
Hours	Part-time (18 hours per week) over 2-3 days per week.
Reports to	Deputy CEO
Key relationships for the role	<ul style="list-style-type: none"> • Head of Departments (Operations / Fundraising / Business Services) • Unseen Senior Leadership Team • External technical consultant • IT providers
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 • 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

We are seeking a highly organised and proactive Project Support Officer with proven project management experience to support the delivery of technology-focused initiatives aimed at improving functionality, reducing manual handling, and enhancing data-driven insights across the organisation. The successful candidate will demonstrate excellent communication skills, particularly the ability to write clearly and succinctly for a range of audiences, including senior management and Board-level stakeholders. This role requires strong organisational capability and the ability to drive progress across multiple workstreams, ensuring milestones are met and risks are effectively managed.

This position is ideal for a detail-oriented professional who thrives in a structured environment, can confidently engage with senior stakeholders, and is motivated to contribute to technology-enabled improvement initiatives.

Key responsibilities and tasks

Key responsibilities include coordinating and supporting project activities (including hands-on support to Heads of Department), tracking deliverables, preparing high-quality reports for senior leadership, and working closely with the Deputy CEO to develop clear, accurate documentation for Board updates, progress reporting, and approval of future project phases. The role plays a critical part in maintaining governance standards, supporting decision-making processes, and ensuring projects remain aligned with strategic objectives.

1. Support delivery of strategic technology projects

- a. Coordinate and support the implementation of technology initiatives designed to improve functionality, reduce manual handling, and increase organisational insight through improved data use.
- b. Ensure projects remain on schedule, within scope, and aligned to strategic objectives.
- c. Build and maintain effective working relationships with internal teams and external partners.
- d. Facilitate communication between technical specialists and operational stakeholders to ensure shared understanding, clear requirements, and coordinated delivery.

2. Drive project progress and governance technology projects

- a. Maintain robust project tracking mechanisms, proactively monitor milestones, risks, and dependencies, and ensure timely escalation of issues.
- b. Support effective governance processes, including preparation of documentation required for approvals and sign-off of future project phases.

3. Communication, reporting and document excellence

- a. Prepare clear, concise, and high-quality written reports for senior management.
- b. Work closely with the Deputy CEO to develop Board-ready documentation, including progress updates, risk summaries, benefits realisation reporting, and papers for approval of subsequent phases of work.
- c. Produce succinct and accessible project documentation, including project plans, status reports, meeting notes, and decision logs.

- d. Ensure all documentation is accurate, up to date, and supports transparency and informed decision-making.

4. Data preparation and departmental support

- a. Support Heads of Department to prepare, validate, and structure data for transfer into new systems.
- b. Provide guidance to ensure data quality, consistency, and readiness, reducing risk during migration and enabling improved reporting and insight.

5. Continuous improvement and process optimisation

- a. Identify opportunities to streamline project processes, reduce manual effort, and improve reporting capability.
- b. Contribute to embedding sustainable, data-informed ways of working across the organisation.

6. General (all staff)

- a. 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.
- b. 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
Excellent written communication skills, with the ability to produce clear, concise reports for senior management and Board audiences	Application
Experience of supporting or delivering projects, ideally within technology or digital improvement initiatives and operating within structured project governance frameworks	Application
Strong verbal communication skills and confidence engaging with senior leaders and external stakeholders	Application
Highly organised, with strong attention to detail and the ability to manage multiple priorities	Application
Ability to drive progress, track actions, and maintain momentum across project workstreams	Interview
Understanding of how technology can improve efficiency, reduce manual handling, and enhance data insight	Interview
Proficient in Microsoft Office (Excel, Word, PowerPoint) and project tracking tools	Interview
Desirable Knowledge, Skills and Experience	Assessed During
Strong analytical skills, including the ability to interpret and present data clearly	Application/ Interview
Understanding of data management principles, including data quality and data preparation for system transfer	Application/ Interview
Experience supporting phased delivery and approval processes	Application/ Interview
Sound understanding of project management principles and methodologies (e.g. PRINCE2, Agile or equivalent)	Application/ Interview
Experience working directly with Board-level documentation and approval processes	Application/ Interview

How to apply

1. Complete Unseen's [application form](#) for the role, and;
2. Send a copy of your anonymised CV to jobs@unseenuk.org. Please ensure you specify which vacancy you are applying for in your email, as we often have multiple live vacancies.

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 22 March 2026.

Interviews will likely be held in early April 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 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**