

Manager of Business (Consultancy) Recruitment pack

Location	Remote/Hybrid. (Hybrid approach with regular working from home days. A degree of flexibility will be required, including some travel to client sites as well as infrequent travel to Unseen's head office in Bristol).
Salary	£39,912 per annum (pro-rated for part time hours). We are an accredited member of the Living Wage Foundation.
Contract type	Permanent
Hours	Full-time Monday-Friday (occasional weekends/ evenings)
Reports to	Head of Business Delivery
Key relationships for the role	• Business Services Team • Manager of Business (Worker Wellbeing & Engagement) • Heads of Business Delivery and Development • Deputy CEO • Head of Policy & Research
Requirements of the role	• Enhanced DBS • UK Driving Licence/Car (highly desirable) • Lone Working
Benefits	• 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, Paternity 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 Manager of Business (Consultancy) will play a key role in ensuring the effective delivery and rigorous quality assurance of a range of business services to clients. Working within a growing, dynamic team.

They will ensure our range of consultancy and training services are delivered to a consistently high standard, sensitively, with compassion, and with a trauma-informed approach, whilst simultaneously evolving our team frameworks, internal systems, and operational risk controls. This will involve working in close collaboration with the Head of Business Delivery, Head of Business Development, and the wider Business Services growth and worker wellbeing teams.

This is a pivotal role that sits at the heart of Unseen's response to worker exploitation, engaging with business clients, developing avenues to increase our range and quality of services, and supporting a growing multi-faceted team to deliver on one of our priority areas. This role demands a flexible approach to deliver in-depth and complex services to businesses, alongside a sharp focus on mitigating operational, data, and reputational risks. It also requires a confident communicator with a keen eye for detail, but with the ability to step back and see the bigger picture.

The role requires an individual with a proven track record of line managing, coaching, and delegating effectively to a diverse team while protecting workloads and well-being. The successful candidate will possess experience navigating complex corporate stakeholder environments, confidently engaging with senior leadership, and handling difficult conversations. Competence in synthesising diverse datasets and using CRM tools to transform data into actionable strategy is important. An understanding of worker exploitation and human rights risk management in complex value chains is desirable.

We are looking for the successful person to commence this role from August 2026.

Key responsibilities and tasks

The Manager of Business (Consultancy) will be embedded within the Business Services Delivery Team. They will have the following responsibilities, working in close collaboration with the Head of Delivery, Head of Development and the wider Business Services growth and worker wellbeing teams.

People/Team management

- Lead, support, and enable team leads and members to achieve high performance by setting clear Key Work Objectives, ambitious targets, and providing structured 1:1 coaching.
- Monitor team performance, track workloads and Wellbeing Action Plans, and actively help team members professionally develop. Coordinate team-wide learning and development activity, including mentoring, peer-to-peer knowledge sharing, and stretch opportunities to support continuous growth.

- Attend and actively contribute to all relevant team meetings, setting high expectations for communication, participation, and shared learning across the wider team.

Data, Systems & Risk Management

- Identify, assess, and manage operational and reputational risks, implementing swift corrective actions, escalating major issues to senior leadership, and maintaining clear boundaries between consultancy and regulated legal advice.
- Implement internal risk management frameworks, standard operating procedures (SOPs), and strict data security controls while ensuring a sensitive, trauma-informed, person-centred approach across all consultancy services.
- Maintain and optimise HubSpot and internal team systems to ensure they work seamlessly for both the team and corporate clients, enforcing strict processes to guarantee data accuracy and completeness.
- Analyse delivery metrics, pipeline tracking, and capacity data to proactively anticipate team crunch points and future hiring needs, building resource models that protect the team before delivery is impacted.

Client & Member Engagement

- Oversee client relationships and team-wide engagement processes to guarantee that communications, contract expectations, and complex strategic accounts are managed to a consistently high standard.
- Partner with senior leadership and the Head of Business Development to design member engagement initiatives and retention strategies that align with clients' sustainability goals, minimise attrition, and maximise income.
- Act as a confident and engaging communicator on behalf of Unseen, leading member webinars, and supporting and presenting to large audiences at internal and external conferences and events as required.

Service Delivery & Quality Assurance (Consultancy & Hub memberships)

- Oversee the delivery of Unseen's consultancy, Hub, and risk assessment services, ensuring outputs (such as gap analyses, Transparency workshops, and statement reviews) are accurate, timely, and aligned with external frameworks including CCLA, UNGPs, and CSDDD.
- Develop, implement, and maintain a robust service review and quality assurance framework to continuously monitor, evaluate, and improve the quality and commercial impact of all client services.
- Maintain an up-to-date understanding of UK and international human rights legislation, value-chain risks, and media trends to anticipate emerging client needs, alert the team to updates, and lead strategic development projects for new, high-impact service offerings.

- Coordinate Unseen's overarching approach to training and eLearning (currently under review), collaborating with internal teams and third parties to support the consistent development and delivery of online, digital, and in-person packages.

General (all staff)

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

Ability to lead, line manage and coach a diverse team, delegate effectively, and manage individual workloads and well-being.

Experience managing relationships across diverse businesses, navigating complex stakeholder environments, and confidently engaging with senior leadership and handling difficult conversations.

Experience managing multi-faceted projects with competing deadlines, maintaining high performance to meet commercial targets, and adapting quickly to shifting operational demands.

Competence in synthesising of diverse datasets and CRM tools (HubSpot/Salesforce) to anticipate client needs, mitigate risks, and forecast operational needs.

Experience identifying operational or reputational risks and managing risk within commercial delivery.

Desirable Knowledge, Skills and Experience

In-depth understanding of worker wellbeing or worker exploitation issues, including familiarity with relevant human rights frameworks or value-chain risks.

Experience designing and delivering consultancy and training/eLearning services, establishing quality assurance (QA) frameworks, and writing standard operating procedures (SOPs) for delivery and account management.

Confidence presenting to large audiences and high-profile stakeholder groups, with experience leading webinars, presenting at conferences, and supporting corporate events.

Experience responding to worker exploitation issues with a sensitive, person-centred, trauma-informed approach.

A sound understanding of GDPR and data protection principles as they relate to securing sensitive or confidential organisational data.

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.

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 23.59 on Sunday 12 July 2026.

Interviews will likely be held end of July, and the person will be expected to commence in the role from August 2026.

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**