



recruitment pack

**Senior Business Engagement
Manager (Delivery)**

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 24/7 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

Our vision is simple: 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.

By **empowering** and supporting survivors through our specialist services we can enable them to recover safely and develop resilient, independent lives.

We identify key slavery and exploitation issues, and **equip others** with effective solutions through advice and training.

We use our experience, research and survivor stories to **influence** society and push for change in legislation, policy, business practice and consumer choices.

Our strategy

Educate society

Provide tangible solutions for individuals, communities, and organisations to be effective in their personal and professional lives in relation to tackling modern slavery.

Business engagement

Positively affect business behaviour by driving up standards to mitigate forced labour/ modern slavery by increasing awareness, engagement, transparency and promoting continuous improvement.

Support services

Influence and improve support systems locally, regionally, and nationally, whilst continuing to deliver services that empower and increase resiliency for those who have been exploited.

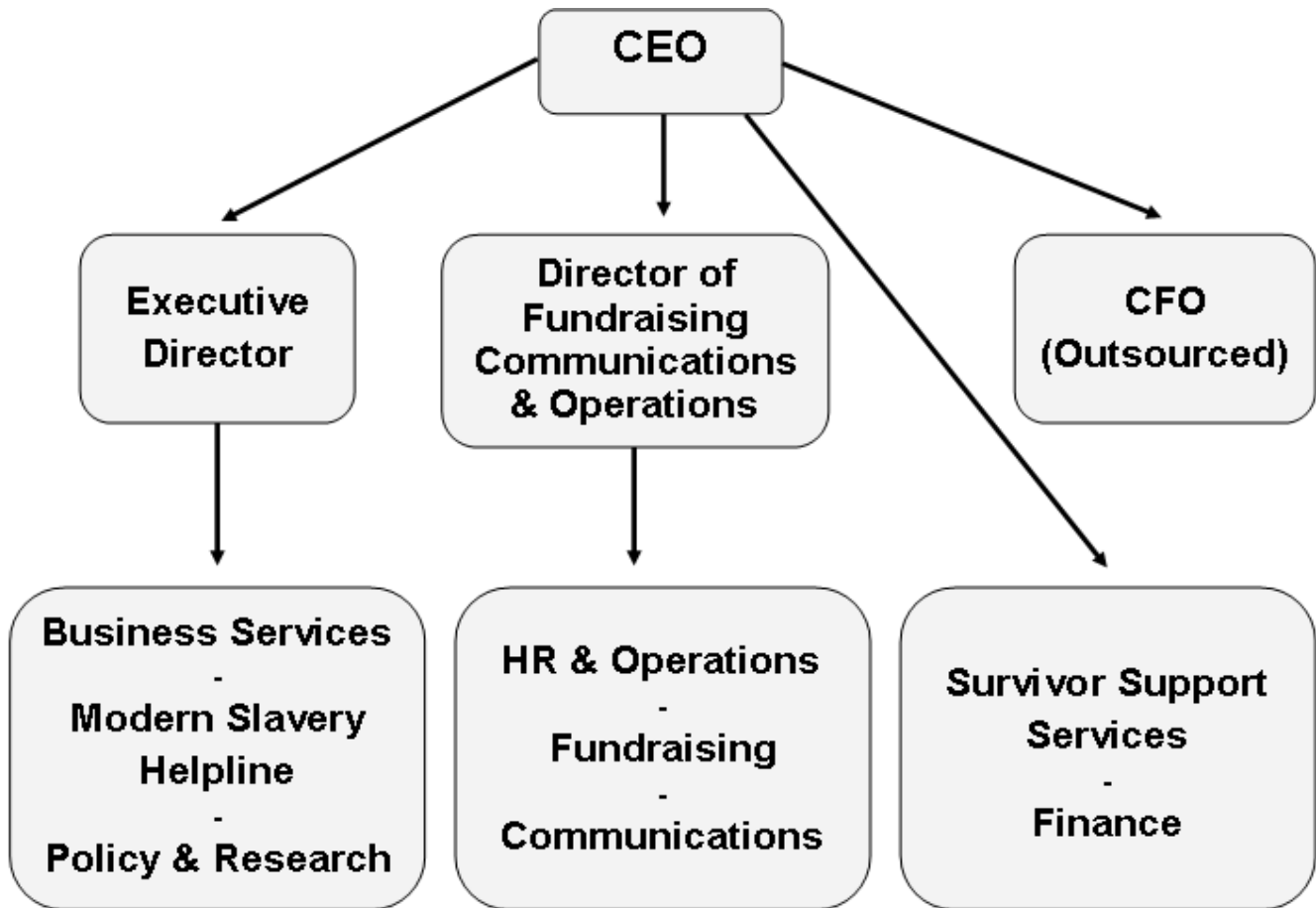
Policy, legislation and operational change

Influence policy, legislation, and operational practice in the UK and overseas to ensure tackling modern slavery remains a priority, being evidence-led by using our unique helpline data.

Organisational sustainability and optimisation

We will routinely review our internal processes and structure to ensure capacity and capability is optimised. We will consistently strive to achieve value for money. We will continue to prioritise funding ensuring our support services benefit the most from our activities.

Organisational Structure



Our values

Collaborative: We recognise the advantages in combining our expertise with the contributions of others. We seek to build lasting partnerships to support, challenge and deliver the changes we are aiming for.

Honourable: We see the best in people and promote an environment of respect for each other and our partners. We are straightforward, trustworthy and truthful in all our work.

Ambitious: We want to go as far as possible. We strive for the highest standards in all we do, pushing for change, looking for solutions. Our conduct, treatment of others and provision all aim to exceed expectations.

Dynamic: We are motivated to deliver results that change lives. In order to drive solutions forward, we embrace innovation, boldness and positivity.

Insightful: We are knowledgeable, informed and up-to-date. Thoroughly researching issues is a priority for us as the best way we can provide targeted, effective solutions.

SENIOR BUSINESS ENGAGEMENT MANAGER (DELIVERY)

Location	Unseen's head office in Bristol or home based within the UK with periodic travel to Bristol and regular travel to client offices across the UK. Hybrid approach - a degree of flexibility will be required.
Salary	£33,475 – £36,050 per annum (Pay Band 5A), depending on experience.
Contract type	Permanent
Hours	Full-time (Part time may be considered)
Reports to	Head of Business Services
Key relationships for the role	<ul style="list-style-type: none"> • Business clients, public organisations and statutory agencies • Head of Business Services • Business Engagement Managers • Modern Slavery Training Manager • Head of Helpline Services • Senior Business Engagement Manager (Growth)
Requirements of the role	<ul style="list-style-type: none"> • Standard/Enhanced/Enhanced with List DBS • UK Driving Licence/Car
Entitlements	<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 holiday is awarded at the start of each holiday year up to a maximum of 38 days. • Enhanced sick pay entitlement - 30 days full pay / 30 days half pay (pro rata for part time employees) upon successful completion of probationary period. • Long service awards • Pension contributions • Paid Birthday leave • Enhanced Maternity and Adoption leave • Staff Wellbeing Programme and flexible working • Employee Assistance Programme – counselling for individuals (up to 8 sessions) and their families and a range of wellbeing support and resources • Bike to Work Scheme • Speak Up Staff line • Lone Working system in place

Senior Business Engagement Manager (Delivery)

The Role Within Unseen

Unseen believes in eradicating modern slavery. We do so by empowering, equipping and influencing others to bring about transformational change. This is why, in October 2016, Unseen established a new Business Service arm with the aim to get businesses to care and act on ending modern slavery.

Our ambitious Business Services team provide impactful solutions that help businesses tackle modern slavery in their operations and supply chains. We want to continually improve our services so we can bring about as much change as possible.

The Senior Business Engagement Manager (SBEM) will work closely with the Head of Business Services to lead our Delivery Team who deliver services to our clients and to inform the strategic direction of the department. We're looking for someone who believes in what we do: a world free of slavery.

Purpose of the role

The SBEM will help the Head of Business Services support our Business Services department by coaching and line managing our Delivery team, strategically building our services to maximise our impact, ensuring our systems are productive and making sure we are operationally resilient.

Responsibilities Will Primarily Consist of

- Client Management – Embed a team habit of continually improving and building upon our service offerings to maximise impact with businesses
- Service Delivery – Ensure our operations are resilient to change, new business or unexpected events
- Business Growth – Informs sales strategy and produces information on client drivers and suggestions to the team
- Knowledge – Evaluate our processes and systems for efficiency
- Team Management – Make sure our team are fulfilled and developing in their roles
- Team Wellbeing – Embody supportive leadership with wellbeing activities
- General (All Staff)

Unseen UK actively promotes equity, diversity and inclusion. We match our needs with skills and experience of candidates, irrespective of age, disability (including hidden disabilities), sex, gender identity or gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation.

Key responsibilities and tasks

Client Management

1. Recognises and rewards strategic thinking from the Delivery Team on client projects, specifically around greater impact and revenue generation
2. Leads by example and supports team members on client projects in a mentoring role, enabling team members to do their best work
3. Mitigates high risk situations with clients and the team by keeping data on the situation and solving these rapidly
4. Available to respond to client emergencies and acts as the voice of the Delivery Division, taking responsibility for any unmet client expectations and eases the situation through client relationship management

Service Delivery

1. Ensures they know about any projects that may not be delivered on time or have become unprofitable, trying to reduce this in advance
2. Shadows and sits in on client meetings to check the quality of projects and communication from the Delivery Team
3. Trains the team on effective client communication and provides slide decks and resources for better client management
4. Oversees all client feedback, looking at patterns and urgencies, creating projects to solve these off the back of research. Performs end of project feedback sessions with the Delivery Team to understand client satisfaction and service improvements
5. Responsible for reviewing our current services, identifying new service opportunities and process improvement opportunities so we can maximise our impact as a team

Business Growth

1. Condenses information on client drivers, feedback and suggestions in an easy to digest manner for the Growth team
2. Comments on the sales strategy and whether it is likely to be successful using knowledge from our current client base
3. Occasionally leads on presentations at conferences to highlight Unseen's work
4. Attends Sales calls with high potential clients and provides case studies and convincing evidence as to why they should work with us

Knowledge

1. Plans and designs team discussions around challenges and leads on the development of team strategy days
1. Has expert level knowledge on modern slavery and human rights issues, emerging trends and legislation to date
2. Attends roundtables and policy meetings and acts as a spokesperson for businesses that work at Unseen and the work we do

Team Management

1. Oversees the progression and performance of the team, ensuring individuals are happy and performing within their roles

2. Plans trainings according to skill gaps within the team and ensures these are time efficient and valuable
3. Oversees hiring decisions depending on capacity and leads on the interview process
4. Leads with diversity & inclusion at heart, resolving team conflict and being radically candid about performance issues and feedback
5. Looks after the team's wellbeing and safety, making sure we are compliant to safeguarding policies
6. Understands team capacity and mediates any capacity crunches seamlessly

Team Wellbeing

1. Encourage the Delivery team to maintain a healthy work-life balance and encourage regular breaks and wellbeing activities
2. Schedule regular one-on-one meetings with team members to discuss workload and overall wellbeing
3. Offer resources and support for mental health, such as access to our EAP program
4. Foster a supportive and inclusive work culture where team members feel valued and respected. Recognize and celebrate achievements regularly as well as give constructive and candid feedback
5. Maintain an open-door policy where team members feel comfortable discussing their concerns and suggestions with you
6. Supportive Leadership: Lead by example by prioritizing your own well-being and demonstrating healthy work habits

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

Essential Knowledge, Skills and Experience

Knowledge of modern slavery and human rights in businesses

Experience of coaching and mentoring individuals

Experience of client management and service delivery

Ability to foster an inclusive and supportive environment

Clear, timely and effective communication skills

Ability to make others comfortable to vocalise issues and bring ideas to you

Excellent time management and task prioritisation

Experience of using formulas, conditional formatting and tables in Excel

Experience of working with multiple ongoing projects and to consistently deliver high quality projects on time

Ability to give and receive constructive feedback

Experience of improving processes

Desirable Knowledge, Skills and Experience

Experience of risk management

Comfortable with public speaking

Values

Commitment to social justice issues and the restoration of vulnerable people

Proven understanding of and empathy with the needs of those impacted by having been exploited, trafficked and enslaved

How to apply

This recruitment pack contains a job description, person specification and other information relevant to this role and its position within Unseen.

To apply:

1. Please complete [Unseen's application form](#) for the role. which includes a personal statement of 500 words outlining your suitability for the role, some personal details and equal opportunities questions, and;
2. Please also 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 2nd February 2024.


Interviews will likely be held during the week of 24th February 2024.

Due to high demand, we may close applications before the deadline. As such, 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.**