

recruitment pack
Recruitment & Admin Officer

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

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.

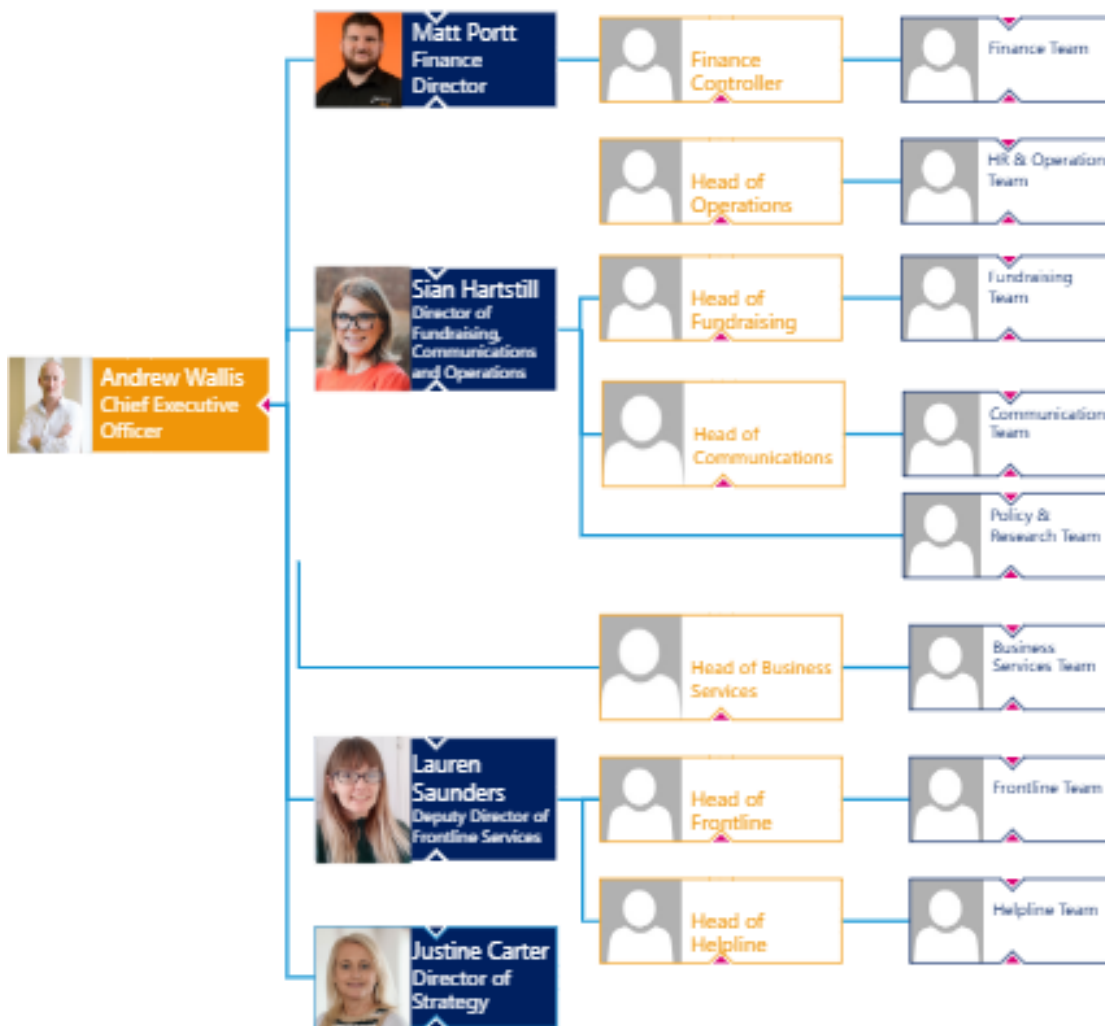
Policy, legislation and operational change

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.

Recruitment & Admin Officer

Location	In person, Unseen's head office in central Bristol.
Salary	£14,214 (£23,690 Full Time Equivalent) - Pay Band 2. We are an accredited member of the Living Wage Foundation.
Contract type	Fixed Term, until February 2026 with the possibility of extension in accordance with operational need.
Hours	Part-time — 22.5 hours per week, ideally worked between 9am-2pm Monday to Thursday.
Reports to	Head of Operations
Key relationships for the role	<ul style="list-style-type: none"> • Head of Operations • Operations Team <p>This role will be providing support for individuals across the wider organisation.</p>
Requirements of the role	<ul style="list-style-type: none"> • UK Driving Licence/ Car • 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 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. • 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

Recruitment & Admin Officer (cont.)

Purpose of the role

The Recruitment & Admin Officer is an incredibly varied role working at the centre of a dynamic, ambitious and fast-moving charity. The role will be based at Unseen's head office in central Bristol and the primary purpose of the role will be to deliver high quality recruitment & administrative support to the organisation. This role will be integral member of the Operations team providing support to Unseen's various projects and activities across multiple sites.

We are looking for an adaptable, proactive, and enthusiastic individual, with exceptional organisational skills, to take on this multifaceted role.

Responsibilities Will Primarily Consist of

1. Leading on recruitment administration including enquiries, advertising, interview and selection processes.
2. Facilitating onboarding for new starters and providing an excellent employee experience.
3. Manage all incoming communication, channelling to and coordinating responses from other teams where necessary.
4. Support the day-to-day running of the Bristol office and provide operational support for the organisation.
5. Provide administrative support for other functional areas on an ad-hoc basis, including the Frontline, Fundraising and Communications teams and ensure that overall cross-team collaboration is maintained.

The Recruitment & Admin Officer will join a friendly and committed Operations team made up of 5 people. You will be supported and managed by the Head of Operations and work closely with the rest of the Operations team.

Key responsibilities and tasks

Recruitment & Selection

1. Responsible for all administrative tasks in relation to recruitment: enquiries, advertising, interview and selection processes.
2. Responsible for managing the internal "Jobs" inbox, responding to enquiries and coordinating responses or input from other colleagues where necessary.
3. Facilitate interviews (both in person and virtually) including meeting candidates and supporting Hiring Managers with preparations and logistics.
4. Communicate outcomes to candidates, including facilitating feedback from the Hiring Managers where requested.
5. Ensure Unseen's commitment to equity, diversity and inclusion is reflected in all recruitment processes.
6. Review recruitment protocols and processes on an ongoing basis, identifying and implementing improvements upon agreement with Head of Operations.

Onboarding and Employee Experience

1. Draft documentation and request references for new starters.
2. Support Managers and the Operations and HR team with onboarding plans and scheduling for new starters.
3. Meet new starters on their first day and facilitate onboarding sessions.
4. Promote and maintain an approach to onboarding which aligns with Unseen's commitment to equity, diversity and inclusion, promotes the wellbeing of staff and supports the organisation to achieve its aims.
5. Maintain up-to-date organisational records, including the organogram and staff contact list.
6. Administer staff reward schemes, including the Star of the Quarter initiative and coordinating in-person and remote end of year celebrations.

Monitor, respond to and follow up on all incoming communication.

1. Providing reception services in line with Unseen's Visitors Protocol.
2. Ensuring all web and email enquiries received centrally are answered/forwarded appropriately to other teams promptly.
3. Answering the main office phone line and fielding or forwarding phone calls as required.
4. Managing incoming and outgoing post, ensuring all post is collected and channelled to appropriate teams across the organisation, and ensuring that outgoing post is sent out appropriately.

Support the day-to-day management of the Bristol office and provide operational support for the organisation.

1. Regularly liaising with the Senior Admin, IT and Operations Officer and Head of Operations to ensure the smooth overall running of the Bristol office, leading on resolutions of minor maintenance issues.
2. Purchasing items for head office, including monitoring usage for subscription services, and maintaining the organisation's list of suppliers.
3. Ensuring that office equipment is in good working order, purchasing and disposing of equipment where required.
4. Undertaking and recording completion of regular Health and Safety Checks.

Support to other teams

1. Booking and coordinating travel and accommodation for monthly Helpline staff visits and new starters.
2. Booking and coordinating travel and accommodation for in-person Board meetings.
3. Set up the office and coordinate refreshments for in-person Board meetings.
4. Coordinate requests for printed materials and ID cards for Frontline staff.

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

Experience of working in an office administrative and support role capacity.

Experience of recruitment processes.

Experience of working on multiple projects at the same time and the ability to prioritise workload effectively and meet deadlines.

Excellent interpersonal skills and ability to work with colleagues at all levels and a wide range of external stakeholders.

Excellent written communication skills.

Confident and proactive approach to problem solving and a willingness to take initiative.

Competence with IT with specific experience of using the Microsoft Office 365 system.

Excellent and accurate record keeping and maintenance of shared resources and file systems.

Willing to work flexibly and collaboratively, both independently and as part of a team.

An understanding of the measures to take when working with confidential and sensitive information.

A valid UK driving license.

Desirable Knowledge, Skills and Experience

Commitment to equity, diversity and inclusion.

Basic understanding of finance administration related to processing purchases.

Understanding of Health and Safety requirements.

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 Sunday 9 March 2025.

Interviews will likely be held in the week commencing 17 March 2025.

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.**