



recruitment pack
HELPINE & TRUSTEE
CO-ORDINATOR

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.

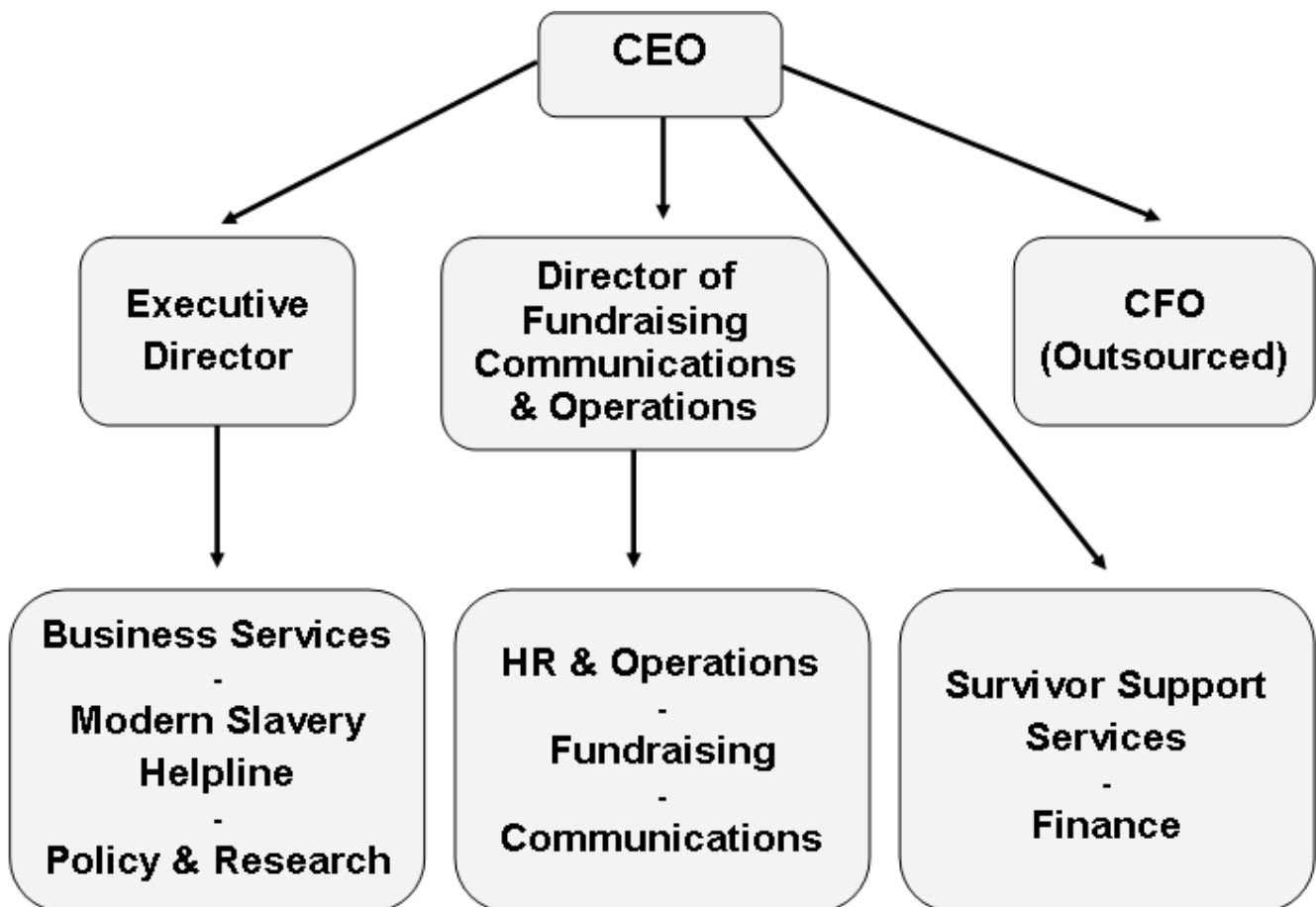
Policy, legislation and operational change

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.

Helpline & Trustee Co-ordinator

Location	Hybrid and remote working within the UK. Periodic days in the office in Bristol and Biggleswade (locations subject to change). Right to work in the UK is required.
Salary	£26,780 FTE (pro rata 20 hours p/w at £14,282.67)
Contract type	Permanent
Hours	Part time, 20 hours p/w Occasional weekend work and travel required.
Reports to	Head of Helpline Services
Key relationships for the role	<ul style="list-style-type: none"> • Helpline Team • Operations Team • Finance Team • SLT • Board of Trustees
Requirements of the role	<ul style="list-style-type: none"> • Standard/Enhanced/Enhanced with List DBS • UK Driving Licence/Car • Lone Working • On-Call duties • Working under the Official Secrets Act [Frontline roles]
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. • Pension contributions • Enhanced sick pay entitlement (30 days full pay / 30 days half pay upon successful completion of probationary period) • 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 • Long service awards

Helpline & Trustee Co-ordinator (cont.)

The Role Within Unseen

Unseen UK operates the only 24/7 modern slavery specific helpline in the UK. You will be working to support the Helpline Team, Head of Helpline Services and the Quality & Development Manager across all their activities in providing this service, contributing to a service that as well as providing information, advice and guidance to our service users, also helps create one of the largest non-governmental bodies of data on the scale of modern slavery in the UK which is used to influence strategy and policy at local, national and international levels.

The role also involves providing comprehensive administrative support to Unseen's Board of Trustees.

Purpose of the role

The purpose of the role is to provide administrative expertise for the Helpline Operation across a wide range of functions to support the day-to-day service delivery as well as development project and initiatives. Functions are varied and include element of HR, Finance, IT, facilities management and event management.

It is also to provide administration support for the Board of Trustees and Trustee sub-committees for their quarterly meetings, ensuring accurate records are maintained for the organisation of Board meetings and managing correspondence and communications between board members, executives, and external stakeholders as required. The role also acts as the point of contact for the Charity Commission.

Key responsibilities and tasks

1. IT Support for the effective running of the Helpline

- 1.1 Lead on day-to-day engagement with BT to ensure phone lines and telephony meets the needs of the Helpline. Support the Helpline Managers and Head of Helpline Services to manage line and equipment faults promptly ensuring issues are raised and resolved as quickly as possible
- 1.2 Manage the Cloudwork account administration on behalf of the HL – setting up new users, allocating licences and managing user accounts as required. Troubleshooting issues with BT/Ring Central as required. Maintaining user guides for Cloudwork.
- 1.3 Work effectively with Mintivo to ensure all IT requirements for the Helpline are met and any troubleshooting is managed effectively. Attending quarterly review meetings with Mintivo to ensure HL issues are raised and resolved appropriately.
- 1.4 Manage required Salesforce licenses, ensuring the Helpline team maximises usage and sufficient licenses are available for all new staff. Work effectively with Salesforce personnel.
- 1.5 Manage the password directory on behalf of the HL in conjunction with the Head of Helpline Services, in accordance with the organisation's overall information security policy
- 1.6 Co-ordinate with the Bristol Office to ensure PAT testing is carried out annually for all HL staff
- 1.7 Maintain IT/office asset inventory, liaising with Head of Helpline Services and HR/Ops

2 Finance

- 2.1 Prepare payroll information for the Head of Helpline Services each month. Gather timesheets from staff for remote shifts and/or extra hours worked, each month. Ensure all sheets are correct as compared to the rota and number of remote shifts per month. Record all overtime to be paid and absences occurring within the agreed pay period. Send consolidation payroll information to the Head of Helpline Services 2 working days before payroll submission deadline.
- 2.2 Manage monthly reporting process for Unseen regarding programme expenses. Process and log management expenses and those charged to the Helpline card.
- 2.3 Oversee and manage HL accounts, e.g. BT, EE, EDF – monitoring spending and investigating / resolving any accounting queries with the relevant supplier.
- 2.4 Arrange all travel / accommodation for Helpline Staff as required, securing best pricing where available.

3 Policies & Protocols

- 3.1 Maintain and update office policies and protocols as needed, liaising with management and main office and communicating to staff.
- 3.2 Implement health and safety policies for the office as required, ensuring that tests and checks are completed appropriately, and certificates displayed as appropriate including but not limited to first aid kit, electrical safety check, COSHH, PAT testing, fire extinguishers.
- 3.3 Develop and draft new policies, procedures and protocols in line with management requirements.
- 3.4 Support internal communications, helping to report to main office on events, successes, obstacles. Follow up with main office regarding needed documents or responses on organisational wide policies or decisions.
- 3.5 Support with risk management and data protection compliance through policy reviews, record audits, communications, as requested by Head of Helpline Services and Quality & Development Manager

4 HR

- 4.1 Ensure electronic files are appropriately saved under each employee's PHR record, practice discretion and honour confidentiality of all employee files.
- 4.2 Support HR and Head of Helpline Services in facilitating recruitment and new starter onboarding as required.
- 4.3 Support main office to facilitate DBS checks, collection of ID documents, monitoring of results and periodic re-certifications, where required.
- 4.4 Work collaboratively with Helpline Managers and Head of Helpline Services with new starter induction. Ensuring new starter forms are completed and sent to HR on first day of employment. Ensure new staff have appropriate equipment, which is accurately logged on their PHR record and the office IT inventory
- 4.5 Manage staff recognition initiatives for the HL team e.g. birthdays / secret santa
- 4.6 Supporting and/or facilitating feedback from the Helpline staff through surveys and working groups.

5 Event Management

- 5.1 Support the Head of Helpline Services and Executive Director to organise the HL Annual assessment launch event, including setting up webinar arrangements, co-ordinating list of attendees across all areas of the organisation, issuing invitations and working with the Communication Team to issue post event information.
- 5.2 Support the Head of Helpline Services in organising and scheduling follow up Annual Assessment meetings with ASP's across the country.
- 5.3 Support the Executive Director in organising and facilitating Eastern Region ASP meetings, providing appropriate administration support for developing and issues agendas, organising guest speakers, managing membership and minuting meetings.

6 Communication

- 6.1 Manage the stakeholder contact list, working with all areas across the organisation to ensure this is up to date.
- 6.2 Work with the HL management team to ensure the bulletin board and Signpost directory for the HL team is kept updated and accessible for Helpline Advisers
- 6.3 Arranging, attending and minuting weekly, monthly and quarterly meetings, and any ad hoc meeting, for the HL and Executive Director.

7 Administration support for the Board of Trustees

- 7.1 Work collaboratively with the Chair of Trustees and SLT in organising and facilitating quarterly Board meeting, AGM and quarterly Audit & Finance and Safeguarding sub-committee meetings, providing appropriate administration support to:
- 7.2 Set quarterly meeting dates, and ad hoc meetings as required - managing invitees
- 7.3 Research and secure appropriate meeting rooms and accommodation
- 7.4 Collate supporting papers and issuing pre-meeting board pack within agreed timeframe
- 7.5 Draft meeting minutes for Chair sign off within agreed timeframe
- 7.6 Support onboarding of new trustees and processing of leavers by providing onboarding information, ensuring appropriate paperwork is completed and Charity Commission records are updated. Ensure appropriate internal departments are notified (HR, Finance, Comms) to ensure PHR, the website and Companies House records are updated with changes.
- 7.7 Manage Unseen's online account with the Charity Commission, supporting the CEO / Trustee Chair to submit any changes to the organisation records held
- 7.8 Manage the organisation's Register of Interests for Trustees, updating on an annual basis
- 7.9 Maintain the Member register for the organisation
- 7.10 Manage the Trustee and Governance SharePoint and Teams site, ensuring Trustees have appropriate access and all documentation associated with Trustees is stored correctly
- 7.11 Attend quarterly board meetings and record minutes.
- 7.12 Provide any other assistance as required by the Chair of Trustees / CEO on an ad hoc basis.

8 General (all staff)

- 8.1 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.
- 8.2 Understand and comply with all relevant legislation and adhere to organisational and operational policies and procedures.

Person Specification

Essential Knowledge, Skills and Experience

Proven ability to multi-task and prioritise effectively

Proven ability to work independently and as part of a team

Excellent communication and written skills

Proven ability to engage with individuals at all levels

Strong planning, organisation and coordination skills

Strong Microsoft 365 knowledge and understanding

Proactive, flexible and displays a determination to succeed

Proven experience of managing office administration and support functions, including financial and account management

Desirable Knowledge, Skills and Experience

Prior experience of event management, scheduling and facilitating both online and in person events

Prior experience of supporting Board functions

General understanding of Modern Slavery related issues

Prior experience of supporting a remote team

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.

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 2nd of June 2024 at midnight.

Interviews will likely be held during the week of the 3rd and/ or 10th of June 2024.

As an organisation focused on equality and diversity, 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.

A photograph of three diverse women sitting at a table, smiling and looking towards the right. They appear to be in a collaborative work environment. The woman in the foreground is a Black woman with a bright smile. The woman in the middle is a white woman with grey hair, looking down at something on the table. The woman in the background is a white woman with long dark hair, also looking down. They are all wearing light-colored blouses or jackets.

**Thank you for your interest in working
with Unseen to achieve our vision of a
world without slavery.**