



recruitment pack

Head of Business Services

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.

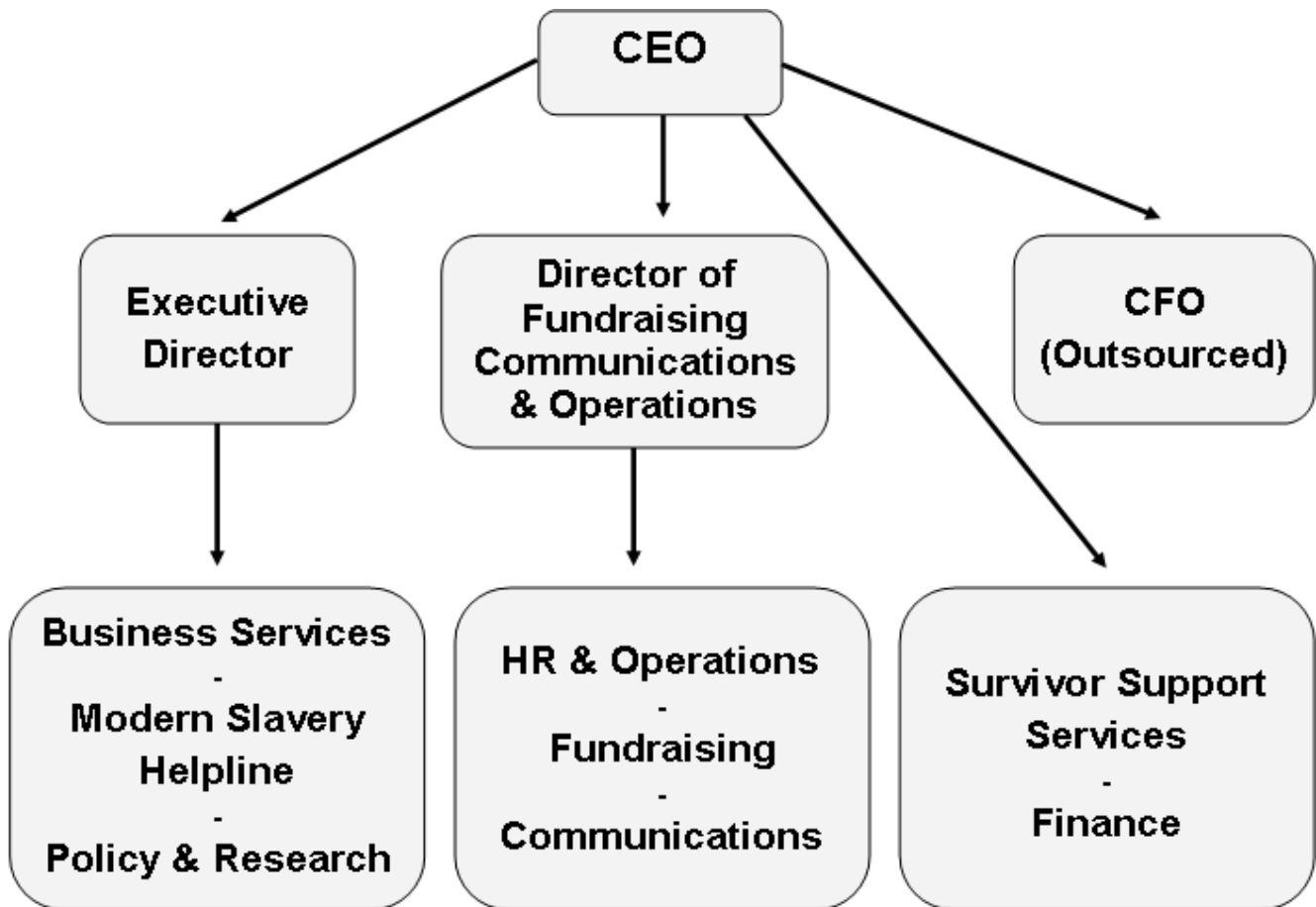
Policy, legislation and operational change

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.

Head of Business Services

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| Location | Flexible / remote. The successful candidate will be expected to travel to Unseen's offices in Bristol and in Northampton. Further frequent travel to client sites across the UK and potentially overseas will also be required to secure and deliver business services to clients. |
| Salary | Up to £55,000 per annum (pro-rated for part time hours) |
| Contract type | Permanent |
| Hours | Full-time (Part time may be considered) |
| Reports to | Executive Director |
| Key relationships for the role | <ul style="list-style-type: none"> • Senior Management Team • Senior Business Engagement Manager • Senior Business Sales Manager • Training Manager • Business Coordinator |
| Requirements of the role | <ul style="list-style-type: none"> • Enhanced with List DBS and international checks to supplement where relevant • 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 upon successful completion of probationary period) • Long service awards • Pension contributions • 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 |

Head of Business Services (cont.)

The Role Within Unseen

The Head of Business Services will lead Unseen's corporate engagement to "turn the tap off" for modern slavery. The Head of Business Services will devise and implement a strategy to identify new opportunities for engaging companies and maintaining excellent relationships with existing corporate partners to generate income for the charity. A key aspect of the role will be setting, and leading the small but dynamic Business Services team, to achieve ambitious income generation targets. The Head of Business Services will ensure that training and support is of the highest standard and think of creative ways to work with businesses from a wide range of sectors throughout the UK.

Purpose of the role

This is an exciting opportunity to help shape and drive forward Unseen's Business Services in a role which is being offered on a full-time or part-time basis – getting the right individual is more important to us. As Head of Business Services & Engagement, you will be joining a fast-paced and dynamic organisation at a time of growth.

Leading a small but highly motivated and ambitious team, you will be responsible for driving income through our services to business. You will achieve this by delivering excellent, unique and dynamic services to businesses and corporate partners throughout the UK which will help them improve their business practices to mitigate modern slavery risks.

You will play a key role in Unseen's senior management team. Using your strong experience in managing and delivering services to businesses of all shapes and sizes, you will be required to work closely with the senior leadership team to develop and deliver the organisation's five-year strategy for 2022-2027 to meet Unseen's charitable aims. Project management and the ability to organise effectively is key.

Working alongside wider Unseen colleagues you will utilise Unseen's Unique Selling Points to secure and grow our business partners, creating new services and programmes to meet the diverse needs of the business community. You will play a fundamental role in growing Unseen's sustainable income streams to meet our ambitious targets.

To perform in the role, you will be expected to travel regularly to secure and deliver business services to clients as well as attending Unseen's offices (when required) based in Northampton and Bristol.

Responsibilities Will Primarily Consist of

- Provide strategic oversight for the Business Services Team, supporting Unseen to "turn the tap off" by preventing modern slavery within businesses.
- Lead the business services team to achieve ambitious income generation and training targets.
- Influence key stakeholders, maintaining successful relationships with specific

businesses and coordinating across sectors, including harnessing technology where appropriate.

- Be an active member of the Senior Management Team, effectively managing the Business Services Team and contributing thoughtfully to cross-organisational management decisions.

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

Key responsibilities and tasks

Strategic Oversight

1. To contribute to the organisation's targets by working effectively with the business services team in conjunction with the senior leadership team. To develop a strong and tangible business services strategy that supports and aligns with the organisation's vision, values and our five-year strategy running from 2022-2027.
2. Analyse and evaluate all business services activities to ensure maximum impact and return on investment and provide regular progress reports to the Senior Leadership Team and Board of Trustees.
3. Support the development, wellbeing and growth of the business services team to help them achieve their full potential.

Income generation

4. Develop a strong strategy to identify and develop new business services opportunities to generate additional income, working closely with the Director and Senior Business Sales Manager to deliver on agreed outcomes.
5. Develop the Business Services team's annual budget, overseeing income and expenditure within the limits of the approved budget.
6. To lead and manage an ambitious business services team providing direction and support to achieve, and where possible exceed, the annual business services income generation targets for the organisation, reviewing and reflecting progress on a regular basis.
7. Consistently critique Unseen's business offer to ensure it remains fit for purpose, delivers value for money and positively impacts the business community.

Influence key stakeholders

8. To influence businesses and other external organisations, including potential funders to support Unseen to achieve its mission.

9. Develop innovative and creative programmes of activity, including using new technology, to support our corporate partners to reduce their risks of modern slavery.
10. Ensure regular engagement and dialogue with all businesses and corporate partners is maintained, through regular engagement to build and maintain strong relations with all stakeholders.
11. Plan and implement engagement events to network with and celebrate businesses work towards our vision of a world without slavery. Oversee the planning and running of key events, including the annual Business Awards.

Organisational support

12. To be a full member of the senior management team, contributing to the aims of the organisation and demonstrating Unseen's values, supporting the Director to achieve Unseen's business ambitions.
13. Develop policies and protocols that underpin organisational policies, while supporting the achievement of Business Services' aims.
14. Work collaboratively, ensuring all business services activities are carried out in full compliance with Unseen's vision and values.

General (all staff)

- 5.1. 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.
- 5.2. 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 developing and delivering a corporate partnership strategy to support organisational aims and objectives

Experience of monitoring and evaluating outputs to drive success

Ability to effectively manage budgets, particularly in challenging times

Strong track record of managing a team to deliver or exceed challenging but achievable income and performance targets.

Ability to develop effective plans to support prospecting and marketing to drive growth and income

Ability to work in a corporate environment to deliver change, including preparing and pitching informed and persuasive business proposals

Excellent leadership skills with the ability to manage and motivate a team, ensuring individuals are supported to achieve their potential and contribute to team success.

Excellent communication skills, with the ability to represent Unseen and articulate its values with confidence and professionalism to a range of stakeholders in person and on paper

Experience of cross-team project management

Strong IT and CRM skills

Desirable Knowledge, Skills and Experience

Able to work to tight deadlines and prioritise effectively, including knowing when to seek help

Experience in a corporate environment, focusing on business account management, delivering ESG programmes or communications and marketing

Skill in producing detailed reports and promotional materials for targeted audiences

Creative approach to problem-solving



Experience of planning and delivering events virtually and in-person

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 7th July 2024

Interviews will likely be held during the week of 22nd July 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.



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