

# Helpline Advisor

## Recruitment pack



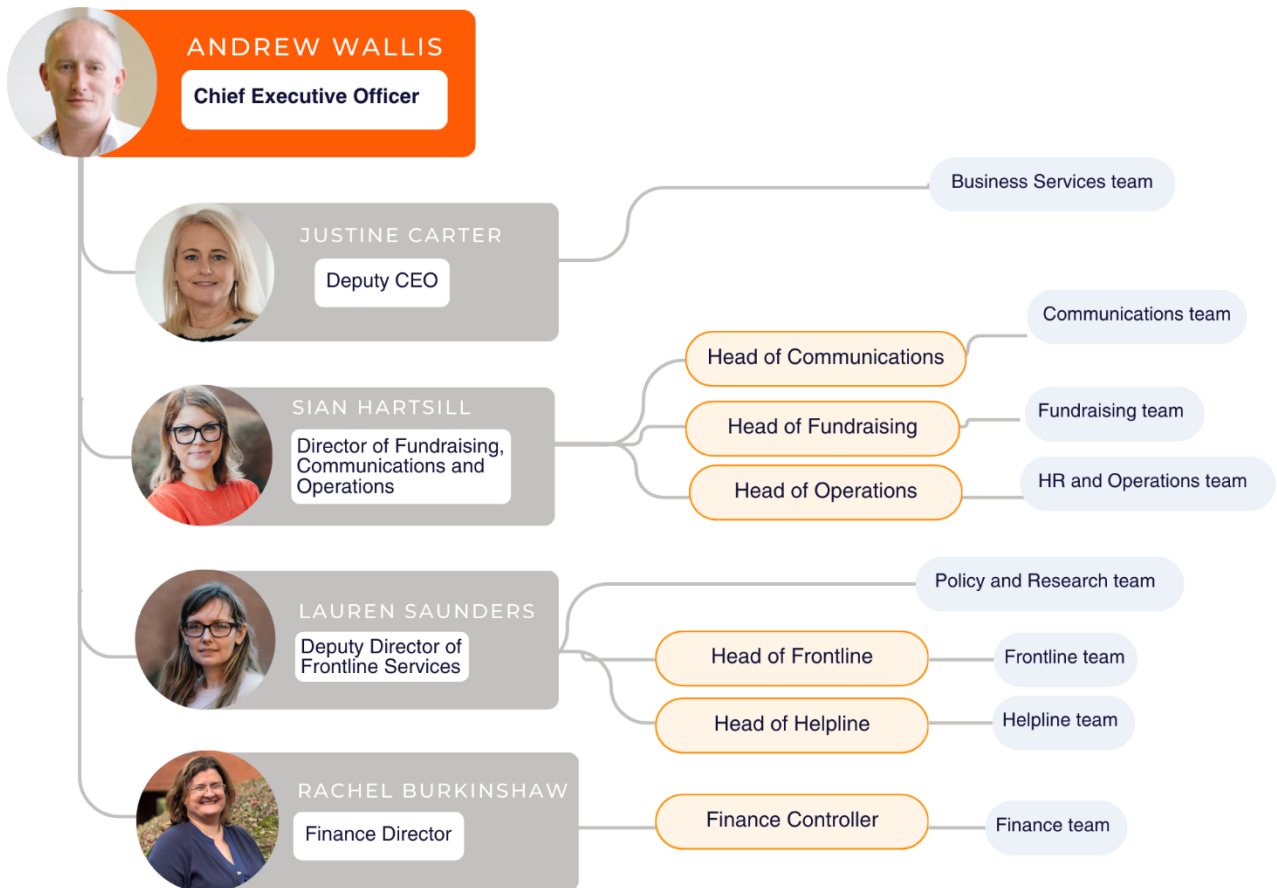
<b>Location</b>	Remote with occasional attendance at Bristol office or other locations as required.
<b>Salary</b>	Starting salary of £27,625.84 per annum (pro-rated for part time hours), increasing to £28,375.84 on successful completion of probationary period. We are an accredited member of the Living Wage Foundation.
<b>Contract type &amp; Hours</b>	<p>Permanent, Full-time (37.5 hrs) or Part-time (minimum of 30 hrs per week over 4 days).</p> <p>Varied shift work according to a rolling rota to provide cover from 08:00-22:00. The role involves evening, weekend and bank holiday working.</p> <p><i>Please see pg.5 of the Job Pack for more information on rota scheduling.</i></p>
<b>Reports to</b>	Helpline Manager
<b>Key relationships for the role</b>	<ul style="list-style-type: none"> <li>• Helpline Managers</li> <li>• Senior Helpline Advisors</li> <li>• Quality &amp; Development Manager</li> <li>• Head of Helpline Services</li> <li>• Helpline Data Team</li> </ul>
<b>Requirements of the role</b>	<ul style="list-style-type: none"> <li>• Enhanced with List DBS</li> <li>• Lone Working and Shift Working</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• 33 days holiday per year (pro-rated equivalent for part time), inclusive of bank holidays</li> <li>• Additional day paid leave awarded at the start of each year (max 5 days)</li> <li>• Paid Birthday Leave and Long Service Awards</li> <li>• Enhanced Sick Pay entitlement</li> <li>• Enhanced Maternity, Paternity and Adoption leave</li> <li>• Employee Assistance Programme – counselling for individuals and their families (up to 8 sessions) and a range of wellbeing support resources</li> <li>• Pension contributions</li> <li>• Bike to Work Scheme</li> <li>• Speak Up Staff line</li> <li>• Lone Working and reflective practice systems</li> <li>• Structured progression routes</li> </ul>

# 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

You will help form part of a UK-wide team of remote Helpline Advisors operating the only modern slavery specific helpline in the UK. After completing our training package for new Helpline Advisors (approximately four weeks) you will begin working as part of a collaborative and dynamic team responding to a variety of callers and contacts. You will be answering incoming calls, making callouts, sending emails, drafting referrals to external agencies, and maintaining accurate data will be your day-to-day responsibilities. You will contribute 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. You will provide trauma informed and person-centred information, advice, and guidance to a variety of caller types, including people in and out of exploitation, professionals, members of the public, and businesses.

## Key responsibilities and tasks

**All Helpline Advisors are responsible for responding to a variety of forms of contact made through the Modern Slavery & Exploitation Helpline. Helpline Advisors will use their excellent written and verbal communication to ensure incoming calls, outgoing calls, emails, referrals and data are all handled in line with the Helpline's trauma-informed and person-centred values. Helpline Advisors will report directly to Helpline Managers.**

### 1. Operational responsibilities

- 1.1. Ensure the Helpline remains operational 7 days a week, 0800-2200 by working a varied shift pattern including evenings, weekends and bank holidays.
- 1.2. Helpline Advisors are expected to work as a team to ensure staff are available and calls are answered, demonstrating awareness of call volumes and effectively communicating their capacity.
- 1.3. Deliver the core technical functions of the role including responding to external callers and web reports, sending emails and drafting referrals to external agencies based on the Helpline protocols and your independent risk assessment.

### 2. Helpline Response

- 2.1. Be flexible and adaptable to respond effectively and promptly to a diverse range of contacts through the Helpline in a trauma informed and person-centred way. Helpline Advisors must exhibit empathy, strong listening skills and professional boundaries.
- 2.2. Maintain a professional approach at all times, effectively identifying the needs of Helpline service users whilst adhering to the Helpline policies and protocols.
- 2.3. Provide relevant and tailored advice and signposting to the caller during the call to effectively support the caller and to minimise call backs.
- 2.4. Adhering at all times to the Helpline's strict confidentiality policy.
- 2.5. Understand the importance of clear, concise and accurate call notes; ensure that calls are logged and relevant information is gathered and included. Helpline Advisors must have

- strong, clear writing skills.
- 2.6. Demonstrating strong judgement and critical thinking to conduct accurate modern slavery and risk assessments. Be able to classify cases according to the modern slavery assessment conducted and in line with Helpline data standards. Classifications may be given over the phone and inform advice given but will also be recorded in the CRM.
  - 2.7. Entering accurate and detailed data into our bespoke CRM to support our data programme's aims to influence strategy and policy. Data will be recorded about types of incoming/outgoing contacts, types of situations reported, the numbers of people involved and the contributing factors to modern slavery and human trafficking. Helpline Advisors are required to think critically about data entry and work according to published data standards with well-reasoned justifications for data entered.
  - 2.8. Ensure appropriate follow up action is taken as required, demonstrating reasoned thinking, judgement and risk assessments and represents trauma informed and person-centred values.
  - 2.9. Work with colleagues to ensure that referral tasks are completed by their due date or earlier, in line with referral protocols including confidentiality, person-centred approach, timelines and trainings. Referrals should be drafted and used as advocacy, tailored to the situation and reflecting what is needed from the organisation receiving the referral.
  - 2.10. Appropriately escalate high risk and time sensitive cases in line with Helpline policies and protocols.

### **3. Teamwork & conduct**

- 3.1. Support colleagues by prioritising effectively and understanding the changing needs of the Helpline
- 3.2. Support the Helpline management team in the development and maintenance of materials and tools to provide an effective response to the different types of requests received through the helpline and improve ways of working.
- 3.3. Build and maintain effective relationships with colleagues contributing to a positive and inclusive working environment, offering support to each other, when needed. The Helpline works together closely as a team.
- 3.4. Maintain high levels of professionalism in all communication, both internally within Unseen and in external communications. Maintain appropriate professional boundaries and adhere to Unseen's Code of Conduct.
- 3.5. Represent the organisation safely and professionally, showing ambassadorship and refraining from self-disclosure or biased responses.
- 3.6. Utilise support structures in place to support work in a challenging sector, to maintain personal resiliency and wellbeing.
- 3.7. Complete other Helpline projects and tasks as required.

### **4. Training & Professional Development**

- 4.1. Successfully complete initial Helpline Advisor training, and on-going trainings as required.
- 4.2. Understand and keep abreast of sector-wide changes, as well as policies and protocols related to the effective operation of the Helpline and implement what is communicated.
- 4.3. Contribute to a culture of continuous development and ongoing learning. Attend events,

such as webinars, when requested and present summaries to the team.

## 5. 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.

# Rota & Scheduling

The rota is published on a monthly basis (i.e. the rota for the whole of the month is released by the 10<sup>th</sup> day of the month preceding). For example, April's rota will be released by the 10<sup>th</sup> of March. Annual leave requests must be placed by the 25<sup>th</sup> of the month before publishing. For example, leave requests in April must be submitted by 25<sup>th</sup> of February.

## Average rota for a Helpline Advisor

We have different shift patterns over the course of the day. The first shift starts at 08:00 and finishes at 16:00, the shifts follow in increments over the day with the final shift starting at 14:00 and finishing at 22:00. All 8-hour shifts include a 30-minute unpaid break. We have multiple aims with the rota that we try to fulfil when possible:

1. Give you similar shift starting times for the whole week
2. Give you two days off together (this is not always possible, it may sometimes be 2 separate days off)

Shift patterns work on a rolling basis, and you will cycle through the shift times on a weekly basis. The specific shifts needed to cover the Helpline can change over time.

To ensure fairness within the team, it is not possible to pick shift times or patterns, and we require all our Helpline Advisors to partake in all shift times. All Helpline Advisors are expected to contribute to the 365 cover of the Helpline by working different shifts and days, including at holiday times. You can ask colleagues to switch shifts with approval from management.

On a week where a Helpline Advisor is working a weekend, they will be scheduled for either a Saturday or a Sunday shift, not both weekend days. Helpline Advisors do not work every weekend.

## Part-time rota working

The minimum number of hours new Helpline Advisors can work is 30 hours over 4 days, this is because of the amount of training and on-going learning that goes into the role. This is the minimum amount that we have found sets up Helpline Advisors for success in the role. Shifts are scheduled over the week and are not on set days or times. However, training is 4 weeks full time due to the amount of content to cover.

## Person Specification

Essential Knowledge, Skills and Experience	Assessed During
Experience of exercising good judgment, critical thinking, initiative and independent decision making when faced with complex and challenging problems	Application
Experience of calmly assessing needs and identifying risk in a range of challenging situations, including during potential conflict and scenarios with heightened emotions	Application
Experience of working in a trauma informed way with a wide range of people including those who are vulnerable or have significant needs	Application
Previous experience of working in the field of anti-trafficking/modern slavery or knowledge of the topic	Application
Strong verbal and written communication skills with the ability to transition easily between diverse communication styles	Interview
Proficiency working with databases and/or CRMs with the ability to quickly learn and utilise diverse software packages	Interview
Speed and efficiency in performing tasks, with the ability to synthesize and retain new information quickly	Interview
Desirable Knowledge, Skills and Experience	
Previous experience of working in a helpline or customer response environment.	Application / Interview
Previous experience of working with a diverse range of stakeholders including police, local authority and non-governmental organisations	Application/ Interview
Previous experience of remote working and/or shift working.	Application/ Interview

## How to apply

1. Complete Unseen's [application form](#) for the role, and;
2. Send a copy of your CV to [jobs@unseenuk.org](mailto:jobs@unseenuk.org).

If you are unable to complete the form online, please email [jobs@unseenuk.org](mailto: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 28 June 2026.**

***This deadline is likely to be brought forward if sufficient applications are received by an earlier date. Please apply early to avoid disappointment.***

*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](mailto: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**