



recruitment pack
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 are 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.

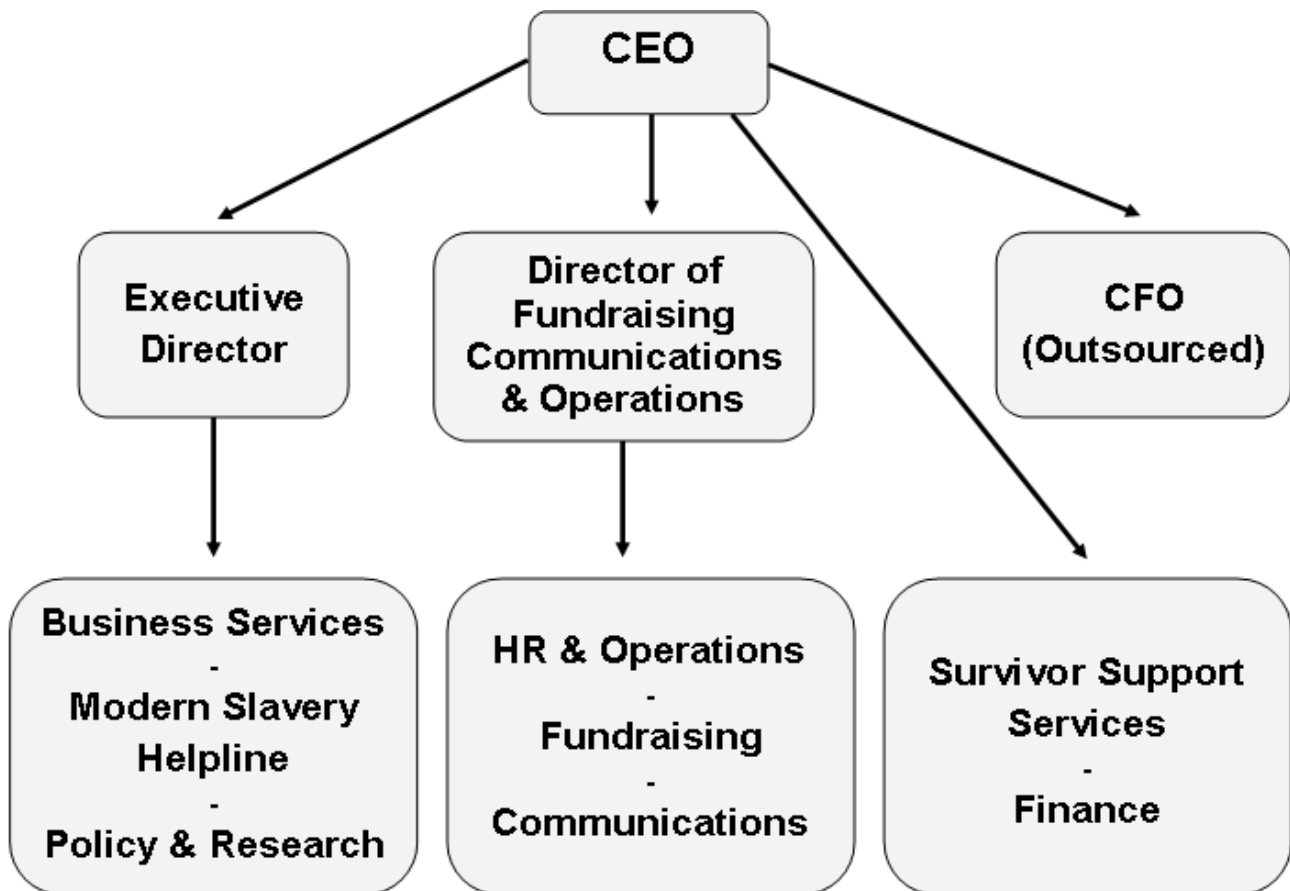
Policy, legislation and operational change

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. 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 to provide targeted, effective solutions.

Business Engagement Manager - Delivery

Location	Home based or hybrid role with occasional travel to Unseen's offices (currently in Bristol and Northampton) and business clients across the UK. A degree of flexibility will be required.
Salary	£30,900 per annum (Pay Band 5)
Contract type	Permanent
Hours	Full-time 37.5 hours per/week
Reports to	Senior Business Engagement Manager - Delivery
Key relationships for the role	<ul style="list-style-type: none"> • Business clients • Business Engagement Team members • Training Manager • Communications Team • Executive Director • Modern Slavery & Exploitation Helpline and Data Team
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

Business Engagement Manager - Delivery

The Role Within Unseen

In October 2016, Unseen set up the UK-wide Modern Slavery & Exploitation Helpline for child and adult victims of all forms of slavery, with the goal of advancing the UK's fight against modern slavery. In tandem, Unseen established a new Business Services arm to support diverse businesses across the UK and beyond in the fight against modern slavery. A founding element of Unseen's Business Services was the Helpline Business Portal. Relevant information from the Modern Slavery & Exploitation Helpline is shared with Portal members, allowing access to exclusive data we receive about cases of labour abuse and exploitation.

Since 2016 our offering has continued to expand, with the Business Hub, an annual membership offering bespoke consultancy and training services, launching in 2022.

Unseen's Business Services is growing from strength to strength with more than 70 businesses now working with the team to reduce modern slavery risk and increase awareness. As a result, Unseen Business Services is now looking for a Business Engagement Manager to join our expert team, working closely with the Senior Business Manager to deliver Unseen's business services and manage both new and long-term client partnerships.

Purpose of the role

The Business Engagement Manager (Delivery) will join a small team, playing a crucial role in supporting businesses and organisations across a broad range of sectors to develop their modern slavery approach, to identify and prevent modern slavery within their supply chains and own operations.

The role underpins one of the main strands in Unseen's mission: identifying key slavery and exploitation issues, and equipping others with effective solutions through advice and training.

You will manage a number of business clients, both existing and new clients as they onboard, delivering consultancy projects and bespoke training, influencing and continuously improving business behaviours; working with clients to help them realise the benefits of their Hub and Portal memberships.

You will work closely with colleagues in the Business Services Team as well as across the organisation, including the Helpline, Comms and Policy & Research teams. You will have a solid understanding of the need for behavioural change in businesses to prevent worker exploitation and a desire to deliver real value to your clients and to the organisation.

Your understanding of the complex nature of modern slavery and the interplay in, and with business processes will be pivotal in providing robust support to Unseen's partners.

Responsibilities will primarily consist of

Client Management

Building strong relationships with a range of businesses across diverse sectors

Delivery

Delivering Unseen's range of business services, including consultancy and training, as well as Hub membership services to business clients.

Helpline Business Portal

Managing day to day running of the Helpline Business Portal providing advice and guidance to portal members including remediation support.

Growth

Offering additional services to existing clients, optimising opportunities to support and raise awareness.

Key responsibilities and tasks

1. Client Management

- 1.1. Maintain strong relationships with clients receiving Unseen services, keeping in contact with regular, scheduled meetings.
- 1.2. Ensure clients are kept up to date regarding trends and issues related to worker exploitation affecting their sector and supply chain.
- 1.3. Ensure a register of contacts and interactions is maintained and updated regularly, using HubSpot CRM.
- 1.4. Ensure client enquiries are responded to within 2-3 working days.
- 1.5. Ensure client attrition is below 5%.
- 1.6. Providing on-demand support for Hub and Portal members

2. Delivery

- 2.1. Ensure training content and consultancy resources are relevant and up to date, including consideration of local and global statistic and legislative updates.
- 2.2. Present professionally and competently to clients, ensuring that all communication is clear, concise, and understood by the recipients.
- 2.3. Deliver all consultancy pieces on time and in line with client expectation.
- 2.4. Deliver on-site worker wellbeing projects, gathering worker voice via confidential worker interviews.
- 2.5. Ensure any data used in communications with businesses is cleared for external consumption by the Head of Helpline Services.
- 2.6. Maintain up-to-date calendar of deliverable activities, keeping the Senior Business Manager informed of scheduled and upcoming activity.

- 2.7. Develop and host Hub webinars for members, including sector specific sessions, with guest speakers and engaging content.
- 2.8. Contribute to the delivery of events, including Unseen's Annual Business Awards.
- 2.9. Maintain open conversations with clients, gathering feedback in order to continuously improve delivery of services.

3. Helpline Business Portal

- 3.1. Onboard new businesses to the Helpline Business Portal, ensuring businesses have a positive experience and receive timely and relevant information about their membership
- 3.2. Oversee process to timely identify and add relevant cases to the portal, managing relevant workflows, creating and/or approving portal submissions. Support/assess portal cases for relevance, risk and properly sanitise to safeguard victims and protect data when approving cases.
- 3.3. Ensure portal cases are published to all relevant clients and offer support with escalation and remediation of cases, where necessary, including collaborative calls and meetings with all stakeholders.
- 3.4. Contribute to regular 'insights' reports, sharing trends and themes from helpline data as well as the wider modern slavery landscape

4. Growth

- 4.1. Identify opportunities to offer additional services to clients, optimising opportunities to support and raise awareness.
- 4.2. Secure client memberships renewals
- 4.3. Support with and share opportunities for yourself and the team to attend and present at events and conferences to highlight Unseen's work.
- 4.4. Support development of effective lead generation strategies, ensuring the thoughts of existing clients are factored into any activities.
- 4.5. Contribute to content pieces, including securing client testimonials and case studies.
- 4.6. Attending relevant sector / business related events to promote / highlight the work of Unseen.

5. Maintain understanding of modern slavery landscape

- 5.1. Maintain a good overarching understanding of UK and international business and public sector related modern slavery and/or human rights legislation; current iterations and upcoming changes, sharing new information with wider team.
- 5.2. Maintain awareness of any media articles relating to worker exploitation or the wider modern slavery landscape, alerting and sharing with the team.
- 5.3. Join all team meetings and contribute to discussions effectively.

6. General (all staff)

- 6.1. 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.
- 6.2. Understand and comply with all relevant legislation and adhere to organisational and operational policies and procedures.

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.

Person Specification

Essential Knowledge, Skills, and Experience

- Ability to work with competing priorities and deadlines, including the ability to plan strategically, prioritise time, and manage implementation of plans in a changeable environment.
- Ability to build and grow strong professional relationships with individuals and organisations and maintain confidentiality throughout.
- Excellent multi-channel communication skills, including ability to communicate to all levels of an organisation and external parties and agencies with authority and sensitivity to the recipient.
- Excellent analytical and problem-solving skills, assessing risk and implementing actions and resources to resolve issues.
- Ability to write professional reports and presentations.

Desirable Knowledge, Skills, and Experience

- A solid understanding of the requirements placed on businesses to prevent modern slavery from occurring in their supply chains and operations.
- Experience of delivering complex projects.
- Experience of working with business clients.
- Experience of delivering regular training to groups.
- Experience of working in a modern slavery or human rights related field or role.
- Experience of working with vulnerable people and specifically Victims of Modern Slavery.
- Knowledge of LinkedIn, HubSpot, CRM systems and ability to quickly learn and utilise diverse technologies.

Values

- Commitment to social justice issues and the supporting 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 the [application form](#) attached. This includes a personal statement of 500 words outlining your suitability for the role, and;
2. Please also send a copy of your CV to jobs@unseenuk.org.

The deadline for applications is midnight on 01/09/2024.

Interviews will be held in early September.

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 in a meeting. The woman on the left is smiling and looking towards the other two. The woman in the middle is looking down at a document. The woman on the right is also looking down. There are pens and a glass on the table.

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