



recruitment pack
DATA 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 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.

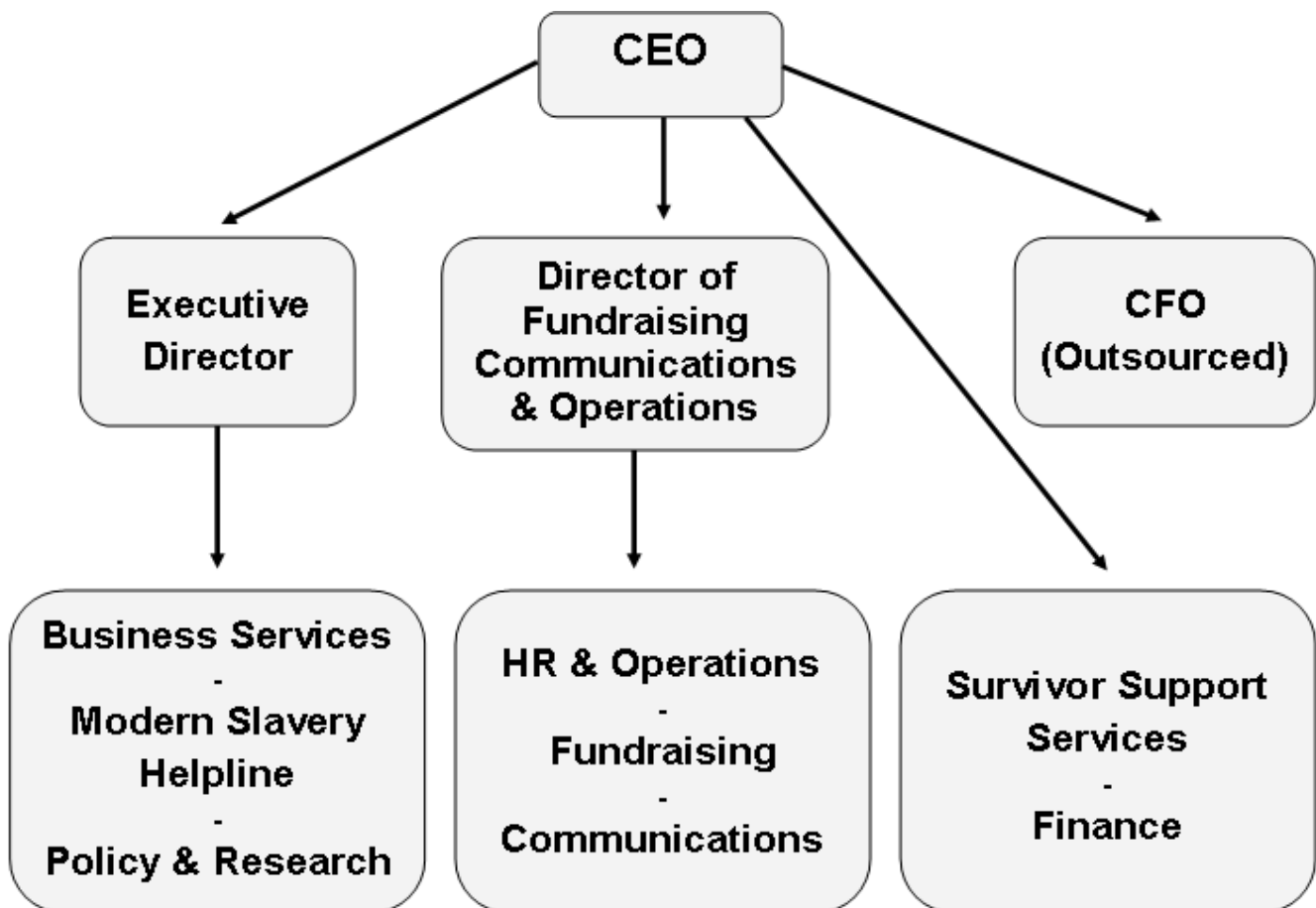
Policy, legislation and operational change

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.

DATA OFFICER

Location	Unseen's head office in Bristol or home based with periodic travel to Bristol and other locations as required for meetings and training etc (Hybrid approach. A degree of flexibility will be required)
Salary	£25,676.42 per annum (pro-rated for part time hours). This role is funded by The National Lottery Fund Community.
Contract type	Permanent
Hours	Full-time (Part time may be considered) Monday-Friday
Reports to	Data Manager
Key relationships for the role	<ul style="list-style-type: none"> • Data Officers and Senior Data Officer • Data Manager • Head of Helpline Services • Quality & Development Manager • Helpline Managers • Senior Helpline Advisors and Helpline Advisors
Requirements of the role	<ul style="list-style-type: none"> • Enhanced with List DBS
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 (pro rata for part time employees) upon successful completion of probationary period. • Long service awards • 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 • Lone Working system in place • Clinical supervision

Data Officer (cont.)

The Role Within Unseen

We are looking for a new Data Officer to join our Data Team on the Modern Slavery & Exploitation Helpline. The new Data Officer will work with the existing Data Officers, Senior Data Officer, Data Manager and Head of Helpline Services to ensure the Helpline's data is of a high quality for reporting to a variety of internal and external audiences. The data team works alongside the Helpline operational team who record data including contacts to the Helpline, types of exploitation, methods of control, recruitment and demographic information that contributes to one of the largest non-governmental data sets about the extent of modern slavery and human trafficking in the UK.

Purpose of the role

Data Officers are responsible for ensuring the quality of Helpline data through a data cleaning regime, maintaining adherence to published data standards, producing regular statistical publications, producing data for ad-hoc requests and reports, and supporting the ongoing development of the Helpline's Salesforce instance. Data Officers participate in the training of new starters and the Helpline team around the data model and data standards.

Responsibilities Will Primarily Consist of

- Complete data cleaning for Helpline cases in line with Helpline data standards
- Support Helpline Management to formalise data standards and reporting guides and ensure these are kept up to date
- Support the Data Manager to implement data model changes and basic Salesforce changes such as creating and updating fields and objects, implement validation rules and update page layouts
- Transform and analyse Helpline report data ready to produce statistical publications

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), sex, gender identity or gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation.

Key responsibilities and tasks

1. Data Input and Quality

- 1.1. Complete data cleaning for Helpline cases in line with Helpline data standards. Review Helpline cases and attached records to ensure data standards are being adhered to and case information is correctly entered on Salesforce.
- 1.2. Design and periodically run data cleaning reports to monitor data quality by identifying discrepancies or gaps in data entry.
- 1.3. Demonstrate strong understanding of Helpline case classifications and escalate errors to Helpline Management
- 1.4. Support Helpline Management to formalise data standards and reporting guides and ensure these are kept up to date
- 1.5. Support the Data Manager to implement data model changes and basic Salesforce changes such as creating and updating fields and objects, implement validation rules and update page layouts
- 1.6. Attend weekly case review meetings as required and contribute to discussion around classifications
- 1.7. Contribute well-informed suggestions for updates to the Helpline's bespoke data model and periodically collect suggestions made by the wider team

2. Analysis & Reporting

- 2.1. Utilise Salesforce reporting and dashboard functions and use Excel functions such as pivot tables and formulas to ensure consistent output and data accuracy
- 2.2. Transform and analyse Helpline report data in Excel, using a methodical approach and skills such as formulas, pivot tables, power query to ensure consistent output and data accuracy
- 2.3. Export daily call total data using BT Ring Central's reporting function and analyse in Excel
- 2.4. Contribute to completion of a range of anonymised aggregate reports including ad hoc/thematic reports; fundraising grant end reports; bespoke reports and academic collaborations
- 2.5. Support with reporting and collation of data for the Helpline's largest report – the yearly Annual Assessment
- 2.6. Prepare reports for a variety of audiences, with appropriate tailoring, ensuring all data is correct and justifiable
- 2.7. Support with pulling and analysing data for bespoke reports in collaboration with Unseen's Policy & Research team and external stakeholders such as academics
- 2.8. Support Unseen's Business Services, Fundraising and Communications teams with reporting as required

3. Training & Development

- 3.1. Model best practice in data quality and contribute to a culture of continuous improvement.

- 3.2. Support the creation of resources and guidance for staff around data standards, data quality and data cleaning as required.
- 3.3. Support with induction and ad hoc training around Salesforce, data standards, data cleaning and data quality as required.
- 3.4. Utilise feedback mechanisms to keep Helpline Managers informed about the quality of data input.

4. Data Security

- 4.1. Maintain compliance with data protocols around collection, processing, storing and sharing data to ensure confidential, sensitive information is securely and responsibly stored, processed and shared.
- 4.2. Understand and keep abreast of policies and protocols related to the effective operation of the Helpline, particularly in relation to data requirements and processes.

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.
- 5.3. Other duties as assigned

Person Specification

Essential Knowledge, Skills and Experience

Intermediate to Advanced knowledge of Excel

Strong working knowledge of Salesforce including reporting functions and dashboards

Experience of working with large data sets including proven analytical skills

Proven experience of a methodical approach to ensuring accuracy

Ability to work to tight deadlines and balance competing priorities

Excellent verbal and written communication skills, including ability to translate complex or nuanced data points to a variety of audiences

Ability to think creatively to solve problems and use own initiative

Able to work independently and as part of a team

Ability to take on board and utilise feedback

Ability to utilise available support structures to maintain personal resilience

Commitment to ongoing learning

Desirable Knowledge, Skills and Experience

Experience of working on a Helpline

Experience of working in the charity/NGO sector

Ability to produce high quality, accurate statistical reports for a variety of audiences

Salesforce admin experience

Knowledge of modern slavery and human trafficking

Experience of working with vulnerable service users or interacting with content relating to potentially distressing subject matter

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 17 November 2024.

Interviews will likely be held during the week of 25 November 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 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.**