



recruitment pack
Admin & Operations Officer

About Unseen

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.

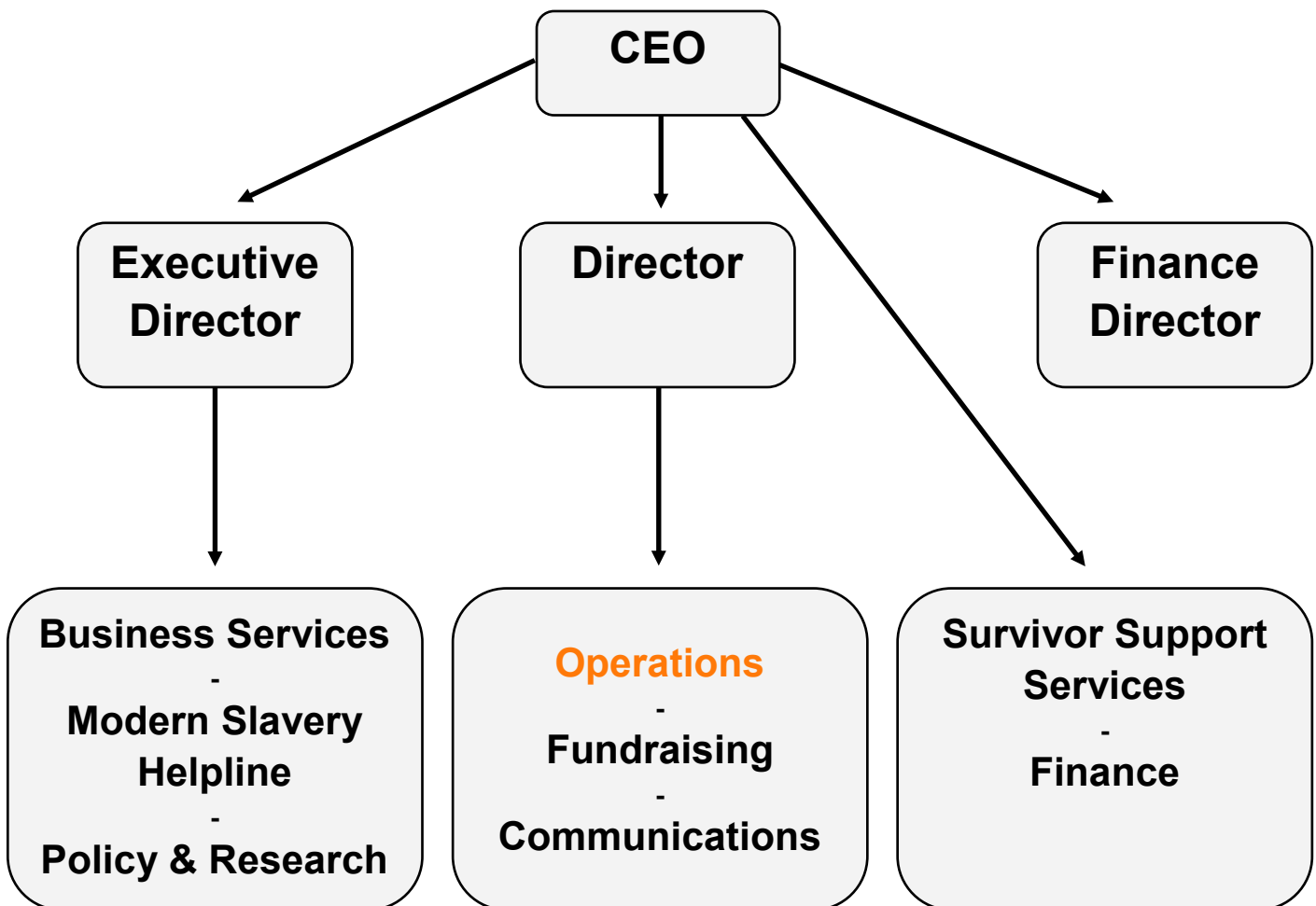
Policy, legislation and operational change

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

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.

Our Organisation and Values



The Admin and Operations Officer will report to the Senior Operations Coordinator. This role will be working within a friendly and supportive Operations team of 5 people.

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.

Admin & Operations Officer

Location	Unseen's Head Office in central Bristol
Salary	£23,000 per annum
Hours	Permanent, full-time—37.5 hours per week
Reports to	Senior Operations Coordinator
Entitlements	<ul style="list-style-type: none"> • 33 days holiday per year, 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. • Employer contribution to opt-out pension scheme • Enhanced sick pay entitlement (30 days full pay / 30 days half pay—pro-rated for part time) • Enhanced Maternity and Adoption leave • Staff Wellbeing Programme and flexible working • Employee Assistance Programme by Health Assured – counselling (up to 8 sessions) and a range of wellbeing support and resources • Bike to Work Scheme • Lone Working system in place • Speak Up Staff line

Purpose of the role

The Admin & Operations Officer is an incredibly varied role working at the centre of a dynamic, ambitious and fast-moving charity. The role will be based at Unseen's head office in central Bristol and the primary purpose of the role will be to deliver high quality operational & administrative support to the organisation. This role will be integral member of the Operations team providing support to Unseen's various projects and activities across multiple sites.

We are looking for an adaptable, proactive, and enthusiastic individual, with exceptional organisational skills, to take on this multifaceted role.

Responsibilities will primarily consist of:

1. Manage all incoming communication, channeling to and coordinating responses from other teams where necessary.
2. Support the day-to-day running of the Bristol office and provide operational support for the organisation.
3. Provide administrative support for other functional areas on an ad-hoc basis, including the Frontline, Fundraising and Communications teams and ensure that overall cross-team collaboration is maintained.
4. Coordinate Unseen's IT support service (externally provided) and manage assets (Laptops, phones and other equipment)

The Admin & Operations Officer will join a friendly and committed Operations team made up of 5 people. You will be supported and managed by the Senior Operations Coordinator and work closely with the rest of the Operations team.

Key Responsibilities and Tasks

1. Monitor, respond to and follow up on all incoming communication.

- 1.1. Ensuring all web and email enquiries received centrally are answered/forwarded appropriately to other teams promptly.
- 1.2. Answering the main office phone line and fielding or forwarding phone calls as required.
- 1.3. Managing incoming and outgoing post, ensuring all post is collected and channeled to appropriate teams across the organisation, and ensuring that outgoing post is sent out appropriately.
- 1.4. Work with Senior Operations Coordinator to regularly review email and letter templates to ensure messaging is up to date and appropriate.

2. Support the day-to-day management of the Bristol office and provide operational support for the organisation.

- 2.1. Regularly liaising with the Senior Operations Coordinator and Head of Operations to ensure the smooth overall running of the Bristol office.
- 2.2. Purchasing items and services (eg training) for head office staff.
- 2.3. Maintaining and updating the organisation's list of suppliers
- 2.4. Supporting the Head of Operations and Senior Operations Coordinator with other office management duties as required.
- 2.5. Supporting staff with one-off requests for assistance
- 2.6. General office maintenance.

3. Provide ad-hoc administrative support for the Frontline team and ensure that overall cross-team collaboration is maintained.

- 3.1. Providing support to frontline teams including purchasing training and items for survivors on an ad-hoc basis.
- 3.2. Create ID badges for frontline staff as needed.
- 3.3. Support the frontline team to ensure the on-call rota is assigned to the correct members of the teams.

4. Provide ad-hoc administrative support for the Communications team and ensure that overall cross-team collaboration is maintained.

- 4.1. Triage incoming media requests via telephone and email and report to Head of Communications and SLT
- 4.2. Conduct media monitoring and post relevant news items and updates to the relevant Slack channel.
- 4.3. Process all speaker requests in line with process and follow up with staff and external organisations as required
- 4.4. Process requests for Modern Slavery & Exploitation Helpline materials and resources.
- 4.5. Liaising with designer and printers to oversee the development, ordering and receipt of materials (leaflets, posters, business cards, stationery).
- 4.6. Sorting and channelling of donations and gifts in kind.

Key Responsibilities and Tasks (cont.)

5. Provide ad-hoc administrative support for the Fundraising team and ensure that overall cross-team collaboration is maintained.

- 5.1. Ensuring that all donations are processed in a timely and accurate way and that acknowledgements are sent within a 48-hour window where needed.
- 5.2. Ensuring that all donations are properly recorded on the database and that all contact with donors are noted on constituent records.
- 5.3. Monitor the preferences email account and update constituent database with changes to consent.
- 5.4. Support the Fundraising Team with ad-hoc tasks including database updates, campaign mail-outs by creating mail-merge templates and helping with printing, packaging and posting materials

6. Coordinate Unseen's IT support service (externally provided) and manage assets including laptops, phones and other equipment

- 6.1. Support the Head of Operations with monitoring and coordination of IT support across the organisation via an external IT support provider.
- 6.2. Schedule and attend quarterly review meetings with Unseen's external IT support provider, raising issues as needed.
- 6.3. Maintain a register of all Unseen assets, including laptops, desktops and other equipment.
- 6.4. Allocate laptops and other equipment to new starters and coordinate with existing staff
- 6.5. Coordinate Unseen's mobile phone packages with an external provider, order new phones and lines as needed, and allocate mobile phones to new starters.
- 6.6. Work with the Head of Operations to ensure IT related policies are up to date.
- 6.7. Work with the Head of Operations when new systems and/or software is introduced to Unseen's information ecosystem.

7. General (all staff)

- 7.1. Promote the vision, aims and objectives of Unseen and ensure that all contacts with external people and organisations fully reflect the professional approach of Unseen
- 7.2. Understand and comply with all relevant legislation and adhere to organisational and operational policies, procedures and administrative procedures
- 7.3. Identify training needs and undertake appropriate training as needed

Person Specification

Essential: Knowledge, experience and skills	
1	Experience of working in an office administrative and support role capacity
2	Excellent project management skills
3	Experience of working on multiple projects at the same time and the ability to prioritise work load effectively and meet deadlines
4	Excellent interpersonal skills and ability to work with colleagues at all levels and a wide range of external stakeholders.
5	Excellent written communication skills
6	Confident and proactive approach to problem solving
7	Competence with IT with specific experience of using the Microsoft Office 365 system
8	Excellent and accurate record keeping and maintenance of shared resources and file systems
9	Willing to work flexibly and collaboratively, both independently and as part of a team
10	An understanding of the measures to take when working with confidential and sensitive information
Desirable: Knowledge, experience and skills	
11	Experience of working within a fundraising capacity and responding to supporter and potential supporter needs
12	Experience with IT / asset management
13	Basic understanding of finance administration related to processing purchases
Values	
14	Commitment to social justice issues and the restoration of vulnerable people
15	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.

The deadline for applications is midnight on Wednesday 14 December 2022 and interviews will be held on 20, 21 and 22 December 2022.

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 send a copy of your CV to jobs@unseenuk.org with reference to the job title.

Please note: The only information from your application that will be shared with the hiring manager is your personal statement and CV.

As an organisation focused on equality and diversity, we welcome applications from all sections of community from all backgrounds, including those with lived experience of modern slavery, those from ethnic minority groups, those with disabilities, and those from the LGBTQ+ community.

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.