

## National Modern Slavery Helpline Case Analyst

<b>Location</b>	Biggleswade, Bedfordshire
<b>Reports to</b>	Helpline Manager
<b>Purpose</b>	<p>Unseen directly supports men, women and child survivors of modern slavery.</p> <p>In March 2016, Unseen was selected to establish and operate an enhanced national modern slavery helpline for child and adult victims of all forms of slavery, with the goal of advancing the UK's fight against modern slavery. The helpline serves as a safe, confidential, 24-hour, multi-lingual contact point for victims to access services and support across the UK and for community groups and the public to report suspected incidents of modern slavery. The helpline also acts as a central data hub and resource centre for stakeholders in the anti-slavery field to access training, tools, and good practice.</p> <p>We are looking for an experienced case analyst to support the effective operation of the helpline through establishing and maintaining strong data protocols and information requirements. The case analyst will be based at Unseen's premises in Biggleswade, Bedfordshire.</p> <p>The case analyst role will focus on:</p> <ul style="list-style-type: none"> <li>• Leading on all data management, security and standards for the helpline.</li> <li>• Ensuring that all helpline data is handled appropriately, securely and in line with agreed helpline data protocols and standards;</li> <li>• Producing and publishing regular monthly, quarterly and annual reports as well as ad hoc reports as required;</li> <li>• Fielding bespoke requests for data, and preparing statistics for targeted communication campaigns</li> <li>• Cleansing data to ensure it is fit for reporting and retention purposes and in line with wider data requirements such as the DPA;</li> <li>• Maintaining the helpline's Salesforce instance ensuring it remains fit for purpose, including expanding the database as needed, maintaining software updates, monitoring software integrations; and</li> <li>• Supporting the development and implementation of effective analytical tools and using those tools effectively to analyse helpline and wider data to inform the overall picture of modern slavery in the UK.</li> </ul> <p>This is a full-time role, 40 hours per week (excluding lunch breaks) and may involve some evening, weekend and bank holiday working, as required. Part-time may be considered for the right candidate.</p> <p>Deadline for applications is 5pm on 2 February 2018.</p>
<b>Salary</b>	£30,478
<b>Hours of work</b>	40 hours per week, however candidates must be flexible.
<b>Entitlements</b>	Full time staff receive 25 days holiday per year plus bank holidays. Unseen has enrolled on a pension scheme that the successful candidate will be entitled to join.



## **RESPONSIBILITIES & DUTIES**

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The Helpline Case Analyst will be responsible for the data and information relating to all forms of contact made through the helpline and resource centre and will report directly to the Helpline Manager.

### **1. Helpline and Resource Centre - General**

1.1 Support the Executive Director and Helpline Manager in the development and maintenance of relevant materials and tools to provide an effective response to the different types of requests received through the helpline.

1.2 Build and maintain effective relationships with colleagues contributing to a positive and inclusive working environment.

### **2. Engagement**

2.1 Provide support to the helpline team, working flexibly, to ensure the helpline can run effectively and efficiently.

2.2 Be flexible and adaptable to respond effectively to a diverse range of contacts and stakeholders engaged in the helpline.

2.3 Maintain a professional approach, adhering to the helpline's policies and protocols.

2.4 Promote the importance of effective call notes and ensure that calls are logged and relevant information is gathered and included by the helpline team.

### **3. Team**

3.1 Participate in regular one-to-one wellness sessions as part of the helpline team.

3.2 Understand and keep abreast of policies and protocols related to the effective operation of the helpline and resource centre, particularly in relation to data requirements and processes.

3.3 Attend monthly staff meetings and professional development sessions.

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

4.1 Successfully complete induction training, and any on-going training as required.

4.2 Identify own ongoing training and professional development needs and work with the Helpline Manager and Executive Director to meet these and to continuously review.

### **5. Other**

5.1 Analyse helpline data on a regular basis to produce regular, ad-hoc, and bespoke reports as required. Prepare reports for a variety of audiences.

5.2 Check each helpline case and all attached records to ensure data standards are being adhered to and that case information is correctly entered on the Salesforce database. Design aggregate reports to evaluate data quality and identify discrepancies or gaps in data entry.

5.3 Develop and promote use of excellent data standards, in line with organizational and legal requirements across all helpline staff.

5.4 Advance the goals and overall vision of the Helpline through data publications. Write reports and present data so as to successfully inform stakeholders. Employ creativity and resourcefulness in problem solving and report drafting to successfully message Helpline data.

5.5 Other duties as assigned.

### **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, procedures and administrative procedures

6.3 Utilise internal and external supervision regularly

6.4 Identify own training needs and undertake appropriate training

6.5 Sign a confidentiality agreement.

## PERSON SPECIFICATION

	Criteria
	<b>Essential Knowledge, Skills and Experience</b>
1	Proven analytical, numerical and written skills
2	Proven ability to exercise good judgment and independent decision making when faced with complex problems.
3	Ability to handle conflict with professionalism and calm.
4	Demonstrated ability to plan strategically, prioritise time, and manage implementation of plans in fast-moving, changeable environments.
5	Strong communication skills with the ability to transition easily between diverse communication styles.
6	Proficiency in working with a range of databases and the ability to quickly learn and utilise diverse technologies and systems.
7	Ability to follow directions, manage time, work well under pressure, and maintain composure during stressful situations.
8	Speed and efficiency in performing tasks with the ability to synthesise new information quickly
9	A keen eye for detail
	<b>Skills and Abilities</b>
10	Ability to work professionally with internal team as well as external agencies
11	Excellent communication and interpersonal skills
12	Excellent time management skills
13	Accurate record keeping, high attention to detail
14	Ability to utilise supervision effectively
	<b>Values</b>
15	Commitment to social justice issues and the restoration of vulnerable people
16	Proven understanding of and empathy with the needs of those impacted by having been exploited, trafficked and enslaved
	<b>Other</b>
17	Good attendance record
18	Previous experience working in the field of modern slavery within civil society, local government, or law enforcement.
19	Good time keeping
20	Ability to demonstrate resilience and work under pressure
21	Subject to a probationary term contingent on training performance
22	May be subject to a disclosure and barring service check
23	Commitment to innovation, efficiency, collaboration, service, and achieving exceptional results.
	<b>Desirable</b>
23	Previous experience of working in a helpline or customer response environment.
24	Knowledge of Salesforce as a case management database would be a distinct advantage.
25	Ability to work creatively to problem solve and generate accurate reports to accomplish a variety of goals at once.