

## Job Description

### Head of Modern Slavery Services Medaille Trust



#### **MEDAILLE TRUST**

Medaille Trust is one of the UK's leading charities in the fight against modern slavery. Our work includes advocacy and awareness raising in the UK and developing projects to provide meaningful alternatives to those who might otherwise be at risk of exploitation.

Medaille are one of the UK's largest providers of survivor services, with ten safehouses and five outreach hubs, working with more than 600 men, women and dependent children each year.

Our vision is a world where people are free from exploitation through human trafficking and modern slavery.

Medaille Trust was founded in 2006 by a number of religious and our work continues to be influenced by the Catholic Social Teaching principles of human dignity, compassion and solidarity with the vulnerable.

<b>Post title:</b>	<b>Head of Modern Slavery Services</b>
<b>Location:</b>	Home based with regular travel to locations in the UK
<b>Hours:</b>	37.5 per week
<b>Salary:</b>	£45,000 - £50,000 + benefits and travel expenses
<b>Responsible to:</b>	Chief Operating Officer (COO)

#### **SUMMARY OF THE POST:**

The Head of Modern Slavery Services will be responsible for overseeing and coordinating all UK based modern slavery services, ensuring they are delivered on time, within budget, and in alignment with strategic objectives. The role requires a strong leader who can manage multiple projects simultaneously, engage with stakeholders, and drive operational efficiency.

#### **KEY RESPONSIBILITIES:**

##### **Project Planning & Delivery**

- ◆ Lead and manage modern slavery services, ensuring alignment with strategic goals.
- ◆ Develop project plans, including objectives, timelines, budgets, and risk assessments.
- ◆ Monitor project progress, identify risks, and implement mitigation strategies.
- ◆ Ensure project deliverables meet quality standards and stakeholder expectations.
- ◆ Oversee data in relation to the outcomes of the Operational Workforce and liaise with the non-operational staff to ensure this data is used effectively in our fundraising, communications and other relevant reports.
- ◆ Manage external contractors and service providers where necessary.

- ◆ Monitor and report on project expenditure, ensuring cost efficiency.
- ◆ Review and improve documents and services.
- ◆ Carry out quarterly assurance audits in all safe houses ensuring any appropriate action is taken where necessary.
- ◆ To be accountable for the legal and contractual obligations in respect of support services.

#### **Stakeholder Engagement & Communication**

- ◆ Act as the main point of contact for project-related matters.
- ◆ Provide regular updates to senior leadership and other key stakeholders.
- ◆ Work collaboratively with internal and external teams to ensure smooth project execution.
- ◆ Engage with external partners, funders, and regulatory bodies as required.
- ◆ Build relationships with external agencies, service providers, and local authorities.
- ◆ Represent the organisation at relevant meetings, events, and forums.

#### **Change Management & Continuous Improvement**

- ◆ Support the organisation through periods of transition and restructuring.
- ◆ Identify opportunities for operational improvements and implement best practices.
- ◆ Lead training and capacity-building initiatives for project teams.

#### **Financial & Resource Management**

- ◆ Manage budgets for modern slavery operations, ensuring cost efficiency.
- ◆ Identify funding opportunities and contribute to grant applications where necessary.
- ◆ Ensure safehouses and MOP projects meet financial targets while maintaining service quality.

#### **Property & Facilities Management**

- ◆ Ensure a safe, secure, and well-maintained living environment.
- ◆ Work with CEO, COO and finance team to manage property-related budgets and expenses.
- ◆ Ensure all necessary repairs, inspections, and compliance checks are completed in a timely manner.
- ◆ To be accountable for the management of building and estates-related third-party suppliers.
- ◆ Manage the Building and Estates services to the Trust.

#### **Compliance & Safeguarding**

- ◆ Ensure all services adhere to legal and regulatory requirements, including health and safety, GDPR, and safeguarding policies.
- ◆ To have overall responsibility for Quality Assurance.
- ◆ Help to maintain the Risk Register for the operation elements of the organisation.
- ◆ Maintain accurate records and reports related to compliance and incidents.
- ◆ To ensure complaints, grievances and disciplinaries are investigated and responded to in an effective and timely manner in line with Medaille Policies.
- ◆ To have a good understanding of the CQC framework relating to Modern Slavery and Human Trafficking.
- ◆ To ensure quality assurance standards are implemented.

## **Vision, Mission and Values**

Medaille Trust is a client focussed charity that equips victims of modern slavery to become survivors, we will act with Respect, Collaboration, Compassion, Empowerment and Passion.

The postholder will ensure the mission of the Trust is maintained and developed, this includes:

- ◆ To offer protection to adult victims of modern slavery and their dependent children, and to equip them to become survivors.
- ◆ To bring justice for survivors by supporting the work of law enforcement authorities.
- ◆ To raise awareness of modern slavery and human trafficking amongst opinion formers and members of the public.
- ◆ To support initiatives that help prevent vulnerable people falling prey to exploitation in the first place.

## **Safeguarding**

Everyone at Medaille Trust has a safeguarding responsibility. As part of the role the post holder will undertake mandatory safeguarding and Prevent training as part of their induction. The role includes a duty to refer any safeguarding concerns they may have to the Safeguarding Lead.

## **Confidentiality**

It is expected that all employees will understand that our work is confidential and that confidential information must not be divulged. This obligation will continue indefinitely even after termination of employment.

## **Training**

Medaille Trust is committed to offering training and support to all employees. The post holder will be required to attend mandatory training, other training where appropriate, participate in supervision, annual appraisals and development reviews. To keep up to date with skills and knowledge, including reading to understand all relevant communication e.g., staff handbook, etc. and attend meetings as required.

## **Health and Safety**

- ◆ To maintain a safe and secure working environment and to ensure safety and security procedures and standards are followed to keep self and others safe.
- ◆ To participate in the identification and assessment of risks and implement agreed working procedures to minimise their impact.
- ◆ To ensure that all incidents, accidents or potential hazards are reported and recorded following the Health and Safety Policy.
- ◆ To carry out Health & Safety inspections and maintain accurate records as required.
- ◆ To monitor all actions from the annual Health & Safety audits are undertaken and actions followed up.
- ◆ To have overall responsibility for Health & Safety as the Health & Safety Lead.

**This job description is not exhaustive and the post holder may be required to undertake additional duties from time to time in keeping with a post of this seniority.**

**PERSON SPECIFICATION FOR THE POST OF HEAD OF MODERN SLAVERY SERVICES**

REQUIREMENT	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Qualifications	<ul style="list-style-type: none"> <li>◆ Management qualification or demonstrable management experience</li> </ul>		Application form
Skills	<ul style="list-style-type: none"> <li>◆ Strong leadership skills with the ability to manage multiple teams across different locations</li> <li>◆ Ability to manage budgets and resources effectively</li> <li>◆ Excellent problem-solving, decision-making, and communication skill</li> <li>◆ Able to assess current working practices and systems, making review recommendations</li> <li>◆ Excellent interpersonal and high level verbal and written communication skills</li> <li>◆ Highly organised with strong attention to detail</li> <li>◆ Proactive, solutions-focused, and able to work under pressure</li> <li>◆ Strong team player with the ability to build effective relationships</li> <li>◆ Hold a full UK (or EU) Driving Licence (preferably for a minimum of 36 months), have the use of a car and be insured for business purposes</li> </ul>		Application form / interview

	<ul style="list-style-type: none"> <li>◆ Committed to equality of opportunity, respect and dignity of all people</li> </ul>		
Experience	<ul style="list-style-type: none"> <li>◆ Proven experience in a senior management role within housing, social care, or a related field</li> <li>◆ Experience in safeguarding, health &amp; safety, and risk management</li> <li>◆ Experience of quality assurance monitoring and auditing</li> <li>◆ Experience of reviewing and updating Policies and Procedures in a relevant field</li> </ul>		interview
Knowledge	<ul style="list-style-type: none"> <li>◆ Strong understanding of property and facilities management</li> <li>◆ Knowledge of trauma-informed care and support services</li> <li>◆ Knowledge of Health and Safety and fire safety</li> </ul>		interview

## OUR WORK

Medaille Trust is one of the UK's leading charities in the fight against modern slavery. Our innovative model is based on three principles: Prevent, Protect and Pursue.

Our Prevent work includes advocacy and awareness raising work in the UK and a new Albanian project with an entrepreneurship academy helping to provide meaningful alternatives to those who might otherwise be at risk of exploitation.

Our Protect work provides direct and tailored support to victims of modern slavery. We are one of the UK's largest providers of survivor services, with ten safehouses and six outreach hubs, staffed round the clock by specialist staff, working with more than 600 men, women and dependent children each year.

Our Pursue work helps survivors to engage with police and within the legal system to seek justice and to secure convictions against their perpetrators.

We were founded in 2006 by a number of religious congregations under the leadership of Sister Ann Teresa SSJA and our work continues to be inspired by her example and commitment to the Catholic Social Teaching principles of human dignity, compassion and solidarity with the vulnerable. All our work embodies a commitment to personalised support, recognising the dignity and agency of our service users and empowering them on a path to a life that is free from slavery and exploitation.