

Role Profile

Overview	
Role	UK Hubs Manager
Main Purpose	Providing first line management and strategic direction for the Hub teams in the UK (comprising investigators and community outreach workers). Victim identification technical lead, convening and supporting this area of practice globally.
Department	Programmes
Location	Manchester
Reporting To	UK and Europe Programmes Director
Main Duties	
<p>Hubs management – 80%</p> <ul style="list-style-type: none"> • Providing first-line management to the Hub teams, currently West Yorkshire and East Midlands, with more in development • Setting outreach and investigative strategies and prioritising resources • Ensuring all responses to referrals and proactive investigations are conducted lawfully, effectively and in accordance with Hope for Justice values and strategic priorities • Ensuring Hub teams are equipped to respond effectively to Slave-Free Alliance referrals • Facilitating the building of networks and partnerships which improve the UK’s ability to respond effectively to the issue of modern slavery <p>Victim identification technical lead – 20%</p> <ul style="list-style-type: none"> • Convening the ‘Rescue’ practice area practitioners in our programmes globally to: share learning and build understanding; provide peer support; align approaches (to the extent this is sensible given different operating contexts); generate learning to position us as thought leaders within this practice area • Representing Hope for Justice for this practice area • Providing technical input to strategic and tactical discussions internally 	
Key Result Areas	
<ul style="list-style-type: none"> • Increasing number of victims identified, and the rescues that result (safeguarding of potential victims via NRM or other avenues) • Increasing number and quality of intelligence reports • Case files reviewed regularly and process evidenced to agreed standards • Performance management and one to one supervisions of team members completed regularly 	

Soft Skills	Technical Skills
<ul style="list-style-type: none"> • Leadership, including where there is no direct management responsibility • Decisiveness • Teamwork and developing others • Collaboration • Self-motivation and strong work ethic • Communication skills, listening and providing feedback • Creative problem solving • Ability to work under pressure & time management 	<ul style="list-style-type: none"> • Supervision and Performance Management • Management of investigations and file reviews • Distance management • Data analysis • Writing reports • Awareness of information security • IT skills, Word, Excel
Experience & Education	
<ul style="list-style-type: none"> • Experience of managing outreach and investigations activities, ideally as a lead investigator, senior outreach worker, or other senior role • Experience of line managing staff, including at distance and preferably in other countries • Ideally, experience of working with vulnerable people preferably victims of sexual exploitation, sex trafficking, bonded labour or domestic servitude; or experience of working with sex workers, street-based homelessness, refugees, those with mental health or substance misuse issues • Experience of representing an organisation externally and partnership working • Experience of surveillance operations • Experience of convening cross-organisational groups for learning and support 	