**Role Profile**

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| **Overview** |
| Job Title | Technical Services Manager |
| Main Purpose | To deliver Slave-Free Alliance products and services to new and existing members in a commercial context combined with ongoing support assisting businesses working to achieve a slave-free supply chain. |
| Department | Slave-Free Alliance |
| Location | Head Office, Manchester (remote working possible) |
| Reporting To | Technical Director, Slave-Free Alliance |
| **Key Result Areas** |
| * Completion of professional Threat Assessment/Gap Analysis reports for new members
* Delivery of high quality training to member employee groups
* Development of outstanding customer relationships based on a planned CRM approach which includes reviewing plans, progress and potential new services
* Completion of high quality Status Reports (progress evaluation) for member businesses
* Provision of regular referrals to the sales team re potential new services for existing members
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| **Main Duties** |
| * Maintain an in-depth, up-to-date knowledge and understanding of all products and services
* Complete high quality professionally written Threat Assessment/Gap Analysis reports within agreed timescales
* Maintain a close working relationship with the Slave-Free Alliance sales and training teams in order to effectively and seamlessly develop the operational relationship with Slave-Free Alliance members
* Facilitate the delivery of additional services to members e.g. Training, Investigation etc. alongside the Sales and Account Management teams
* Establish a structured approach to CRM and maintain accurate up-to-date records
* Support Slave-Free Alliance members to develop strategies and action plans which mitigate the threat of modern slavery in their businesses and supply chains, including wider human rights violations
* Provide appropriate support to Slave-Free Alliance members where potential incidents of modern slavery are identified
* Review and evaluate Slave-Free Alliance members’ progression in mitigating the threat of modern slavery in their businesses and supply chains
* Actively provide input and feedback to assist the evaluation and development of existing and new services
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| **Soft Skills** | **Technical Skills** |
| * Strong work ethic
* Commercial awareness
* Relationship management
* Creative problem solving
* Self-motivation
* Critical thinking
* Communication (incl presentation)
* Listening & providing feedback
* Attention to detail
* Ability to meet deadlines and work under pressure
 | * Understanding of the different types of supply chain and how they work
* Knowledge of audit and risk management techniques
* Report writing
* Training delivery
* Word, Excel and PowerPoint proficiency
* Contributing to and supporting seminars and conferences
* International operating experience (desirable)
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| **Experience & Education** |
| * Strategic and operational knowledge of modern slavery and broader Human Rights legislation and best practice within the business sector
* Experience of either Risk Management/Investigation, Supply Chain Management or Audit/Compliance
* Working and communicating at a senior level (written and oral)
* Relevant commercial experience and/or qualifications
* Knowledge and application of policy development
* Experienced in working individually and as part of a team
* International experience (desirable)
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