**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 | |
| **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) |