



ISWAN Job Description

Title of post:	Head of Helpline Services
Reports to:	Chief Executive
Location:	Remote
Date:	June 2025

Role purpose

Lead the strategic planning, development, account management and evaluation of all ISWAN helpline services

Principal accountabilities

- Lead, refine and develop ISWAN's helpline services, ensuring they meet the needs of users requiring support and the organisation's strategic objectives
- Lead on communicating the helplines' strategy to key audiences
- Ensure ISWAN's commissioned services are contract compliant, giving excellent quality and have in place effective systems, processes, policies and procedures to maximise impact and provide positive outcomes for seafarers using the service
- To be the main point of contact for helpline clients including responsibility for ensuring operational issues arising are resolved in a timely and effective manner
- Work with the Clinical Supervisor to ensure the provision of a high quality and safe service.
- Work with the Business Development Manager to develop proposals for new clients
- Liaise and develop collaborative working with key stakeholders to ensure the effective delivery of ISWAN's helpline services
- Work the Communications Manager to ensure the website fully meets the requirements of the helpline service
- Lead on the monitoring and evaluation of the helplines ensuring outcomes can be evidenced
- Refine, develop and analyse service data and seafarer feedback to prioritise, initiate and coordinate improvements and developments within the service and the activities of the wider team
- Scope, produce and implement development plans and ensure achievement of all objectives and activities, within agreed resources
- Produce and present, to a range of audiences, concise reports, budgets and information on the helpline services
- Manage the helpline budget

- Provide effective line management to Helpline Operations Managers (x2)
- Ensure all helpline services are compliant with regulations and policies, follow good practice guidelines and conform to DEI principles
- Attend relevant conferences and events to network and increase the visibility and prominence of ISWAN

Person specification

Technical skills, knowledge and experience

Essential:

- Experience of strategic development and management of helplines and/or emotional support services within a relevant context
- Knowledge of multi-channelled contact centre operations and best practice
- Experience of planning, measuring and delivering user and client service improvements
- Managing annual expenditure budget of £600,000 +
- Proven experience of managing multiple projects
- Excellent written and verbal communication skills, with an ability to communicate with confidence to a wide range of individuals and audiences
- Interpersonal skills and the ability to build effective working relationships
- Excellent internal and external stakeholder management skills
- Leading the planning and account management of helpline services
- Contributing to development of service contracts, including scoping, specification writing and assessments
- Experience of using CRM databases
- Able to identify and manage own priorities and conflicting schedule demands
- Experience of influencing others at all levels of an organisation
- IT skills, including Microsoft Word, Excel, internet, websites and email

Desirable:

- Understanding of issues affecting seafarer welfare
- Experience of working on international development projects

Qualifications, education and training

Essential:

- Evidence of continuous professional development

Desirable:

- Degree educated
- Ability to speak/read/write in additional languages



Personal characteristics

Essential:

- Able to recognise, respond and adapt appropriately to changes
- An understanding of, and belief in, equality
- Effective communication skills including written, verbal, and listening
- Enthusiastic with a 'can do' attitude
- Innovative thinker and able to proactively identify opportunities
- Strategic influencer - able to influence and facilitate collaboration and decision making
- Strategic thinking - able to think strategically and make credible proposals
- Able to interpret complex situations/problems and identify solutions which meet organisational needs
- Understanding and empathy of the work of ISWAN, and ability to uphold ISWAN's values
- Willing to travel and work occasional unsocial hours

How to apply:

Application by letter (strictly no more than 800 words) and CV (strictly no more than 2 A4 pages) to jobs@iswan.org.uk. Applications without a cover letter will not be considered.

Closing date: 21 October 2025

Remuneration

£48,000 per annum (pro rata for part time hours)