



ISWAN Job Description

Title of post:	Helplines Operations Manager
Reports to:	Head of Helpline Services
Location:	Remote working
Date:	November 2025

Role purpose

The 2 Helplines Operations Managers lead the day-to-day operations of ISWAN's helplines to ensure our services provide accurate information, appropriate advice, and comprehensive support to seafarers and their families.

Principal accountabilities

- Manage helplines resources to ensure continuity of service
- Support the helpline team with advice, guidance, coaching and training to ensure a quality service
- Ensure the team of Helpline Advisers deliver accurate and high-quality advice that meets the helpline quality assurance standards. Work with the helpline team to regularly review advice, resources and frameworks.
- Recruit and induct new team members as necessary
- Work with the Clinical Supervisor to ensure the good wellbeing of helpline team members through attendance at clinical supervision and reflective practice sessions
- Work with the Clinical Supervisor to ensure helpline team members are debriefed after complex cases
- Provide line management support to the helpline team, coordinate and hold regular review meetings to review performance and development needs
- Develop and implement case handling procedures
- Advise team members on the handling of complex cases
- Supervise cases to ensure quality of service
- Participate in the Duty Manager rota with the other Helpline Operations Manager
- Present the helplines service to clients as required
- Attend relevant conferences and events to network and increase the visibility and prominence of ISWAN
- Liaise with IT support provider to ensure IT systems remain operational
- Manage the development and implementation of Salesforce

Person specification

Skills and experience
Essential:
Experience of developing and managing helplines and/or emotional support service

within a relevant context
Experience of having successfully recruited, managed and supported staff both in person and remotely
Experience of presenting to a wide range of audiences
Experience of using CRM databases
Familiarity with Salesforce reporting, particularly using advanced tools like Power BI and Tableau
Excellent verbal and written communication skills, including inter-personal and presentation skills.
Excellent understanding of the principles of good customer care and the accountabilities of charities to both potential and existing supporters
Able to identify and manage own priorities and conflicting schedule demands
IT skills, including Microsoft Word, Excel, internet, websites and email
Experience and confidence liaising with IT teams on system issues and developments
Experience facilitating and delivering training to a team
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