

## Role Profile

<b>Job Title:</b>	Business Support Partner – HR, Ethics & Welfare
<b>Salary/Banding:</b>	3
<b>Role Holder:</b>	
<b>Department:</b>	Learning & Development
<b>Location:</b>	Lilleshall/Home-based
<b>Reporting to:</b>	Head of Learning & Development

### Role Summary:

The purpose of the role is to support and empower BG affiliated clubs and organisations to respond effectively to significant events, complaints and concerns around safeguarding, people management, health and safety and other legal and ethical issues associated with running a club and to provide advice in complex club management situations

### Main Areas of Responsibility:

#### **1. Raise awareness of legal and ethical responsibilities around employment/people management, safeguarding, health and safety, equality and data protection and provide support to clubs dealing with issues and concerns in these areas, ensuring they are signposted to relevant BG support services.**

##### *Typical Activities:*

- Work closely with BG Case Management Team (CMT) to identify club support needs that arise from complaints and concerns raised with BG and other affiliated organisations
- Support clubs in the resolution of complaints, disciplinary and grievances and direct them to external legal support when appropriate, providing clear guidance on the questions they need to ask
- Act as an intermediary between clubs and BG legal and health and safety advice services to help clubs understand and implement the advice provided
- Work with clubs to risk assess cases and highlight any potential legislative and BG regulatory implication (applying/advising caution where appropriate)
- Support clubs and Regional Committees to review management practices and provide guidance on areas of improvement
- Develop a club-support package that closely aligns to GymMark
- Identify common support needs and design learning interventions to meet these needs
- Maintain accurate and up-to-date records of all club visits and advice provided
- Support the development of BG policy by facilitating consultation at a local level.

##### *Success Measures:*

- Feedback from clubs who have received support
- Reduction of employment related insurance pay-outs
- Examples of good practice at club level
- Feedback from GymMark Clubs
- Feedback from Line Manager and colleagues
- Impact assessments completed following club visits
- Evidence of clubs implementing recommended policy in line with BG framework.

#### **2. Develop the knowledge, skills and competencies of Regional Welfare Officers and support them to develop the Club Welfare Officer Networks.**

##### *Typical Activities:*

- Support the development and sustainability of a competent network of Welfare Officers
- Develop the competencies of Regional Welfare Officers in key skills such as management of complaints, investigation, mediation and safe recruitment.
- Support the organisation and delivery of Welfare Officer learning and networking events
- Assist with the development and delivery of key safeguarding education programs
- Disseminate information to Welfare Officers e.g. newsletters, speaking at conferences.

*Success Measures:*

- Feedback from regions and clubs
- Number of people trained
- Evidence of good practice being embedded in gymnastics community
- Feedback from conference attendees
- Number/value of communications with colleagues and clubs to disseminate information
- Impact on BG insurance in relation to liability claims against coaches for negligence relating to safeguarding
- Feedback from colleagues and clubs.

**3. To work in conjunction with the BG Case Management Team to conduct timely case investigation and resolution and act as a contact to individual members affected by referrals and allegations.**

*Typical Activities:*

- Conduct BG investigations relating to CMT cases and present investigation reports
- Act as a support contact for BG members who have been suspended during a police investigation, providing regular updates
- Carry out criminal record check interviews and risk assessments
- Support the implementation of agreed CMT actions e.g. mediations/reconciliation meetings linked to club exclusions, assessments etc.
- Manage the supervision and support of individuals linked to BG case outcomes
- Represent BG at inter-agency strategy meetings where required
- Assist with the preparation of evidence and statement taking for BG disciplinary and appeal hearings
- Develop guidance for all parties involved in cases, including suspended members.

*Success Measures:*

- Case management timescales achieved
- All regulations correctly adhered to
- Evidence of positive outcomes from mediations
- Personal /impartial conduct when conducting investigations
- Number of cases closed/completed
- Feedback from all parties and stakeholders.

**Role Requirements:**

**1. Knowledge, Skills and Expertise**

This role requires the holder to have expertise in the management of complaints, concerns or misconduct.

The role will also require the holder to develop knowledge and expertise around HR/people management, health and safety, child protection, data protection and equality so experience and formal qualifications/training in any of these areas would be advantageous.

The role holder will need to be non-judgmental, honest, open, factual, confidential, sensitive and analytical. He/she will be required to collect and collate information for cases ranging from sensitive to harrowing: to network and build trustworthy relationships with a range of industry professionals around the country; to undertake case investigations on behalf of BG and to work within a legislative/regulated framework and to develop a broad knowledge of the structure of gymnastics, clubs and competitions and the responsibilities of members in regulated activity roles.

The role holder will have excellent communication, listening, interpersonal and IT skills and be proficient at delivering presentations and training and must demonstrate a positive attitude towards continual professional development as it is essential that they keep up to date with relevant legislation/regulations and

industry best practice.

## **2. People**

This role requires the holder to share/transfer specialist knowledge with colleagues and clubs and give direction to a network of industry professionals engaged in specific case investigations, reviews and/or meetings.

## **3. Shaping Direction**

This role requires the holder to have the ability to mediate on disputes; to signpost support available; and effectively communicate best practice and BG values to clubs across the UK.

The role holder will be able to plan his/her own workload; prioritise on-going case management (up to 12 months); and plan investigations, meetings and sanctions including the availability and contribution of co-workers.

This role also requires the role holder to monitor the progress and outcomes of cases and interventions and to apply and maintain the support framework for clubs, CWOs and RWOs in line with BG strategy.

## **4. Developing Solutions**

This role requires the holder to analyse and resolve problems/issues on a daily basis and use expertise and initiative when:

- assessing situations
- resolving conflict
- advising the best course of action, considering outcomes
- recommending new procedures and best practice
- handling sensitive/confidential/ personal issues
- working through problems/solutions within a legislative framework

Other solutions will involve the use of existing resources to improve knowledge and processes in clubs, focussed on training, advice and guidance on HR/H&S legislation, regulations, policies and procedures.

## **5. Decision Making**

The role requires the holder to make decisions in relation to their own work programme and make recommendations/influence the actions of others on a regular basis. Recommendations will usually be made within a framework of reference (being statutory legislation, policy, procedure or protocol) and decisions will be made by the line manager, CEO or Executive.

Whilst the role holder will be expected to advise clubs and individuals, it is not part of the job or the nature of work to be the decision maker in relation to cases.

## **6. Communicating**

This role requires the holder to communicate with a broad spectrum of internal and external people/bodies, ranging from exchanges of information to presenting written reports that can be relied upon in a Court of Law.

To be effective in the role the role holder will require advanced communication skills for assessing/addressing sensitive issues; writing concise and factual reports, case notes and letters; leading meetings, investigation and statement taking; training individuals and groups; and representing BG at meetings with external organisations e.g. Children's Services.

The greatest communications challenge for the role holder is to remain impartial, non-judgmental and fair with all parties, in all case management dealings.