

## Role Profile

<b>Job Title:</b>	Safeguarding Officer
<b>Salary/Banding:</b>	3
<b>Role Holder:</b>	
<b>Department:</b>	Safeguarding & Compliance
<b>Location:</b>	Lilleshall
<b>Reporting to:</b>	Safeguarding Manager

### Role Summary:

The overall purpose of this role is to be responsible for recording and responding to complaints and concerns received by BG, including but not limited to child protection/Safeguarding concerns and leading continual improvement and innovation in our case management systems. In addition, to provide support to the Safeguarding & Compliance team and the network of Welfare Officers, to carry out their roles, as well as promoting best practice and ensuring compliance with relevant legislation throughout all areas of the sport, together with all other relevant tasks within the Safeguarding & Compliance remit.

### Main Areas of Responsibility:

#### 1. Log, investigate, action, monitor all case referrals and allegations.

##### *Typical Activities:*

- Conducting and supporting safeguarding/disciplinary investigations: Receiving and recording complaints/allegations involving the spectrum of offences or conduct matters, conducting enquiries either by visit or via telephone, obtaining witness accounts, interviewing respondents, liaising and coordinating with external statutory agencies, other affiliated organisations, the network of Welfare Officers and BG Regions and clubs.
- Risk assess cases and highlight any potential legislative and/or BG regulatory implications applying/advising caution where appropriate.
- Raising immediate awareness with Managers and BG insurers for high risk/profile cases.
- Co-ordinate the information sharing to key stakeholders including staff and statutory agencies who “need to know” information about BG led cases and provide them with regular updates and relevant details of outcomes.
- Sit on the Case Management Team (CMT) and participate in the initial/internal judgement on the course of action relevant to the referral/allegation e.g. police intervention and briefing this into the departmental CMT.
- Prepare detailed response letters/reports in connection with the outcomes of cases.
- Make arrangements to support Regional and Club Welfare Officers and/or BG Safeguarding & Compliance team to collect information pertinent to referrals/allegations, monitoring/processing their expenses.
- Support investigations where required e.g. complete telephone interviews, take notes and preparing reports from investigative meetings etc.
- Prepare evidence bundles for disciplinary hearings/prosecutions.
- Prepare evidence for responses to Subject Access Requests (SAR).
- Monitor the actions from CMT meetings and disciplinary sanctions.
- Maintaining accurate and up to CRM records at all times, tagging relevant parties in relation to current cases/sanctions.

##### *Success Measures:*

- All referrals/allegations logged on CRM and actions taken within set time frames.
- Accuracy and articulation of detail letters and reports.
- Meetings all attended by correct number of appropriate personnel.
- All sanctions correctly issued/monitored.
- Adherence to financial regulations.
- All documentation, letters and CRM records accurate, detailed and in line with requirements.

- Personal/impartial conduct when pursuing allegations.
- Absolute discretion and confidentiality.
- Number of cases closed/completed.
- Feedback from colleagues and stakeholders.

## **2. Continually develop and improve BG filing and case management systems.**

### *Typical Activities:*

- Develop protocols for g-drive file management and the use of the CRM to ensure accuracy, consistency, up-to-date information, security and appropriate retention periods.
- Work with IT to improve the CRM system for tracking current cases and flagging previous concerns.
- Develop CRM to provide updates and enable Regional Welfare Officers to utilise case reporting capabilities.
- Track the flow of cases against target timescales, identifying delays/bottlenecks and suggest/implement solutions.
- Review significant case to identify key learnings and implement agreed recommendations.
- Seek feedback following BG led case interventions and highlight areas for improvement.
- Prepare reports providing detailed metric against departmental KPI's.

### *Success Measures:*

- Consistency and quality of case files and CRM records.
- Effective filing systems and observation of retention periods.
- Positive feedback from all parties and stakeholders.
- Responses to feedback.
- Case turnaround targets achieved.
- Improvements in processes.

## **3. Action positive Enhanced DBS/Access NI/PVG Disclosure returns.**

### *Typical Activities:*

- Complete the desk based assessment of disclosures with content and identify those where a formal interview is required.
- Interview disclosure subjects when required.
- Obtain any required references and/or relevant additional information.
- Complete risk assessments around the individual's suitability for the role/sport and present the information and recommendations to the CMT or decision making group.
- Make referrals to the DBS/Access NI/PVG where a BG disciplinary panel or CMT identifies that a referral is required.

### *Success Measures:*

- Number of disclosure assessments completed.
- Accuracy and detail of the assessment.
- CRM records accurate and up-to-date.
- Completeness of referrals and response from DBS/Access NI/PVG.

## **4. Identify and address support needs of welfare officers and clubs and other BG departments and work closely with other staff to improve internal standards.**

#### *Typical Activities:*

- Contribute to the assessment of progress against the NSPCC Child Protection in Sport Unit (CPSU) post-standards framework and support the development of the required BG systems, policies, procedures and guidance that confirm with CPSU standards (industry standards).
  - Prepare and disseminate information for club/Regional Welfare Officers e.g. Yammer updates, newsletters, guidance documents, toolkits.
  - Support the Home Countries and Regions to accept Safeguarding requirements and achieve appropriate standards for safeguarding.
  - Attending relevant external meetings/courses/conferences e.g. NSPCC CPSU on behalf of BG.
  - Carry out impact assessments that highlight the positive role of the Welfare Officer.
  - Co-ordinate national events e.g. safeguarding conference, external meetings.
  - Monitoring club Welfare Officers and highlight any concerns relating to the effectiveness of club welfare arrangements.
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- Approve waiver applications and external courses for Welfare Officers.
  - Liaise with BG staff/clubs/coaches/insurers in relation to BG travel, trips and tours, to ensure BG compliance with policy.
  - Respond to generic Safeguarding & Compliance correspondence/emails.
  - Produce/circulate updates in relation to informing/enforcing standards.
  - Update and enhance Safeguarding & Compliance content on BG website/intranet.

#### *Success Measures:*

- Turnaround time.
- Detail and value of risk assessments.
- Personal/impartial conduct when conducting risk assessments.
- Absolute discretion and confidentiality.
- Adherence to DBS/Access NI/PVG and BG rules and regulations.
- Accuracy of records/CRM.
- Feedback from all parties/stakeholders.

### **5. Safeguarding & Compliance Responsibilities.**

#### *Risk Management/Safeguarding/Data Protection/Equality*

- The role holder will be responsible for highlighting any perceived risk to the Line Manager.
- The role holder will be responsible for reporting any safeguarding concerns, accidents & near misses to the Line Manager.
- The role holder will comply with good practice in relation to data protection, maintaining the highest standards of confidentiality when dealing with sensitive personal or business information.
- The role holder will consider equality implications in all aspects of their work.

#### *Generic*

- The role holder has a responsibility to ensure they comply with BG policy in relation to safeguarding, health & safety, data protection and equality.

### **Role Requirements:**

#### **1. Knowledge, Skills and Expertise**

This role requires the role holder to have a sound knowledge of case management and technical expertise in relation to Child Protection, Safeguarding and Compliance.

In order to be effective in this role 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; work within a legislative/regulated framework requiring continual professional development to remain abreast of legislation/regulations and industry best practice; and have a broad knowledge of the structure of gymnastics, clubs and competitions and the responsibilities of members in regulated activity roles.

In addition, the role holder will require advanced communication, listening, interpersonal and IT skills for investigating allegations, liaising with witnesses/respondents, report writing/presenting the facts and

evidence, policing sanctions, and mentoring/training colleagues and clubs.

It is anticipated that in order to have honed both the knowledge and skills required the role holder will have experience and formal qualifications/training in Child Protection/Safeguarding and/or as a minimum, should have recognised national Safeguarding and Awareness training.

## **2. People**

This role requires the holder to share/transfer knowledge with and to develop effective working relationships with clubs and welfare officers; manage relationships and guide and support colleagues.

You will have formal line management responsibility over the Safeguarding Coordinator and will require a strong sense of teamwork and responsibility towards the achievement of department target, objectives and to ensure a child centric approach.

## **3. Shaping Direction**

This role requires the role holder 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 requires the role holder to monitor compliance within the organisation and club network, the duties/actions of Welfare Officers; the progress and outcomes of disciplinary actions/sanctions; and the case management expenditure budget.

## **4. Developing Solutions**

This role requires the role holder to use their initiative to resolve problems and challenges on a daily basis and use expertise and initiative when:

- assessing situations.
- advising the best course of action.
- handling sensitive/confidential/personal issues.
- working through problems/solutions within a legislative framework.

In the main solutions are determined by legislation, regulations, policies and procedures.

## **5. Decision Making**

Whilst the role holder will be expected to inform and guide disciplinary hearings/actions, it is not part of the job or the nature of the work to be the decision maker in relation to allegations and sanctions. However, this role does require the role holder to make a number of decisions and recommendations in relation to his/her own workload (daily/weekly/monthly); and the impact of legislation on working practices.

## **6. Communicating**

This role requires the role 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 and note taking at disciplinary hearings; training individuals and groups; and representing BG at meetings with external organisations e.g. NSPCC as and when required.

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