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**JOB TITLE:**  Safeguarding Support Officer

**EMPLOYER:** Peterborough Diocesan Board of Finance

**DEPARTMENT:**  Safeguarding

**LINE MANAGER:**  **Victoria Kellett – Diocesan Safeguarding Officer**

**THE CONTEXT, OPPORTUNITIES AND CHALLENGES OF THIS ROLE**

The Diocese of Peterborough is a living, growing network of churches, chaplaincies and schools covering Northamptonshire, the part of Cambridgeshire formerly known as the Soke of Peterborough (i.e., the area of the present-day city of Peterborough north of the river Nene) and the County of Rutland. Its total population is c917,000

Working as part of a close-knit Safeguarding Team, the Safeguarding Support Officer provides vital support to the Diocesan Safeguarding Officer and their wider team. It is an exciting opportunity for someone interested in helping to keep the Peterborough Diocese a safe place to live, worship and work.

The post holder will have experience in working in a safeguarding environment, and due to the occasionally traumatic subject matter, will be required to undertake professional supervision as part of the Diocese's commitment to staff welfare.

**Job Purpose**

This role is a key support role for the Diocesan Safeguarding Team and the Diocesan Safeguarding Advisory Panel through administration and office support. The post holder will be required to always maintain the highest level of confidentiality. The post is a vital part of our commitment to providing a professional safeguarding service across the Diocese.

**Closing Date: 17:00hrs 01/09/2024**

**Responsibilities**

**Administration**

* Provide general administrative support for the Diocesan Safeguarding Team, this includes answering phone calls, managing and triaging the Safeguarding@ email inbox, and ensuring incoming mail is recorded and passed for action promptly.
* In collaboration with the Diocesan Safeguarding Officer and the Diocesan Communications Manager ensure the Safeguarding content on the diocesan website is up to date and accurate at all times.

**Secretariat**

* Provide a first-class secretariat function to Safeguarding Core Groups; the Diocesan Safeguarding Advisory Panel and Victim/Survivor meetings. This includes the co-ordination of the agenda in collaboration with the Diocesan Safeguarding Officer (DSO) and the production of high-quality accurate minutes.
* Ensure all minutes are sent to relevant people in a timely fashion and that actions are communicated and followed up; ensure updates are received at least 7 days before the next meeting.
* Provide occasional support in transcribing audio files from meetings.

**Support in Casework**

* Exercise judgement and respond sensitively to callers who may be victims or survivors of non- recent or present abuse, and who need referring to the Diocesan Safeguarding Officer.
* At the direction of the Diocesan Safeguarding Officer research and collate information required by a core group in the case management process.
* A ‘link ‘person will be offered to all respondents in a safeguarding case who are church officers. Maintain a register of suitably qualified ‘link’ people, ensuring the data is always up to date and relevant. Where a ‘link ‘person is required, facilitate the arrangement, and ensure the register is updated with the relevant case assignment.
* When a Safer Church Agreement is required, at the direction of the Diocesan Safeguarding Officer gather information to inform the Safer Church Agreement, this can involve liaison with other agencies.
* Ensure the Diocesan Safeguarding Officer and the Team are aware of key dates in the review/renewal of Safer Church Agreements.

**Safeguarding Casework Management System**

* Act as the primary responsible officer for ensuring all data entered onto ‘MyConcern’ (the safeguarding case management system) is up to date, accurate, and secure. Ensuring any weeding policies are implemented appropriately.
* Following appropriate training, collate the necessary data reports from ‘MyConcern’ to ensure the Diocesan Secretary and the Diocesan Safeguarding Advisory Panel have an accurate, and up to date view of the level of demand and risk in the safeguarding environment.

**Parish Support**

* Actively promote the Parish Safeguarding Dashboard to Parishes, encouraging sign up from all parishes.
* Take the lead in administering the Parish Safeguarding Dashboard, offering advice and support to parishes in their use of it to provide the Diocese with a full picture of Safeguarding Policy and Practice across all parishes.

**Other**

Engage in any change projects affecting the Safeguarding function with a proactive problem-solving mind-set to ensure administration processes are efficient and effective.

|  | Essential | Desirable | Tested |
| --- | --- | --- | --- |
| **Qualifications** |  |  |  |
| Educated to A Level | x |  | A |
| **Knowledge and Experience** |  |  |  |
| Experience of working within a safeguarding, or similar setting involving direct contact with service users; and an environment requiring a high degree of confidentiality  |  | x | AI |
| Substantial experience in administrative skills and proven organisational ability. | x |  | AI |
| Proven ability to write detailed and accurate minutes of meetings involving complex matters. | x |  | AI |
| An ability to prioritise work and be flexible. | x |  | AI |
| Evidenced proficiency in the Microsoft Office Suite, and competency in using case file databases. | x |  | A |
| Evidenced understanding of the obligations under the Equality Act 2010, and the Data Protection Act 2018.  | x |  | AI |
| Knowledge of Church and Diocesan Structures |  | x | I |
| **Personal Qualities** |  |  |  |
| Technically astute with an ability to see opportunities for driving efficiency in working practices. | x |  | AI |
| Good Organisational and planning skills, able to work unsupervised and collaboratively as part of a team. | x |  | AI |
| Able to build interpersonal relationships with people in a wide range of roles and seniority. | x |  | I |
| A clear communicator, both verbally and in writing and able to demonstrate diplomacy, sensitivity, and patience.  | x |  | AI |
| Ability to learn quickly, have an enquiring mind, and provide a solution focused approach to problem solving. | x |  | AI |
| Ability to manage multiple tasks and deliver on time with a clear attention to detail. | x |  | AI |
| Hold a clean driving licence and have access to a private car with insurance for travel on business purposes.  |  | x | A |

**Other Details.**

**Hours:** The normal hours are 08.30 to 16:30 Monday to Friday.  Consideration will be given to flexible working arrangements.  The post holder will be entitled to time off in lieu of attending meetings outside of office hours. The post holder may also be required to work additional hours to meet the reasonable requirements of the role.

Payment for overtime will not be made as the role holder is expected to work such additional hours as are necessary for the effective performance of their duties.  Time off in lieu may be taken at a time to be agreed with their line manager.

**Probationary period:** Employment is subject to a six-month probationary period.  After one month’s service and for the remainder of the role holder’s probationary period employment may be terminated by either party with notice of one week in writing.  The Board reserves the right to extend the probationary period should a satisfactory standard of performance not have been achieved.

**Place of work:** The main place of work will either be The Diocesan Office, The Palace, Peterborough, PE1 1YB **or** the Diocesan Office, Bouverie Court, The Lakes, Northampton NN4 7YD.  The role holder will be required to attend other parts of the Diocese regularly as part of their role.

The Diocese of Peterborough is committed to safeguarding and promoting the welfare of children and young people. Staff are subject to an enhanced Disclosure and Barring Service check.

**Terms and Conditions**

Salary: £26,000

Pension:10% non-contributory pension

Hours: ￼ 35 hours per week worked over 5 days with a 60-minute unpaid lunch break.

Holidays: ￼25 days per year plus Public Holidays and Christmas / New Year closure