Safeguarding Support Officer 

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| **Job Title:** | **Safeguarding Support Officer**  |
| **Reports To:** | Head Of Safeguarding | **Jobs Reporting into the Job Holder:** | N/A |
| **1. Job Purpose** |
| * To support the delivery of the National Game Strategy.
* Help maintain Lancashire FA’s Safeguarding Operating Standard and assist in ensuring the county meets this standard at all times
* Regularly report to the Head of Safeguarding and collaborate to ensure safeguarding remains the highest priority across the county.
* At all times act as a champion for safeguarding throughout Lancashire
* Assist in organising training courses and events, as are necessary, to promote volunteer development.
* Assist in the implementation and delivery of new Lancashire FA policies and procedures with regards to safeguarding.
* Use experience of customer excellence to initiate dialogue and strong relationships with key stakeholders.
* To provide administrative and departmental support and guidance to colleagues across the company.
* To answer telephone calls to the department and log on the reporting system where required
* Process FA Criminal Record.Checks (CRC)
* Update safeguarding records and use FA systems such as Whole Game System (WGS) and Electronic Safeguarding Assessment System (ELSA)
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| **2.Principal Accountabilities/Responsibilities** |
| * Assist in referring to FA Case Management child protection and adults at risk abuse concerns in accordance with FA safeguarding regulations, policy and procedures, and as agreed with The FA Safeguarding Team.
* Ensure all referrals are recorded on the ELSA case management system and securely retained in accordance with FA regulations, policies and data protection legislation.
* Take receipt of poor practice concerns relating to children and adults at risk in accordance with FA regulations, safeguarding policy, procedure and disciplinary processes; providing guidance to clubs and leagues, recording concerns on ELSA and seeking guidance from the FA Safeguarding Team as required.
* Help to ensure the County FA is compliant with safeguarding legislation e.g. Data Protection, Children’s Act, Sexual Offences Act, Protection of Freedoms Act (Criminal Record Checks) and the Governments “Working Together” guidance (2015).
* Ensure all services meet the needs of customers and live the values of the company through day to day working.
* Have the capabilities and aptitude to deliver on the Safeguarding Operating Standard (SOS) and be confident in facilitating the various standards and expectations as prescribed by The FA.
* Champion safeguarding and create a culture that celebrates good practice across the county and develops relationships with colleagues and stakeholders that bring safeguarding to the highest level of importance within Lancashire FA’s clubs and leagues.
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| * Maintain strong links with key FA staff and attend meetings and CPD events as directed
* Using well developed customer excellence competencies, including oral, written and presenting skills, to influence and deliver Lancashire FA customer excellence policies to all stakeholders.
* Work seamlessly with all departments in the delivery of mutual aims and objectives.
* Efficient and Sustainable Business
	+ To undertake any other duties that may be reasonably required by Lancashire FA.
	+ Operate within Lancashire FA project planning and budgeting processes.
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| **3. Knowledge/Experience/Technical Skills/Behaviours** |
| **a) Knowledge/Experience/Technical Skills** |
| **Essential*** Basic knowledge of safeguarding children principles.
* A child-centred approach and the ability to maintain this perspective.
* Clarity about what constitutes poor practice and what is abusive behaviour.
* Ability to deal sympathetically & diplomatically with people’s emotions (e.g. upset, distress, conflict, animosity).
* Capacity to handle confidential data/information sensitively.
* Demonstrate a working understanding of inclusion, equality and anti - discrimination, safeguarding and best practice.
* Ability to use Microsoft Office including Word, Excel and PowerPoint.
* Good written communication skills
* Ability to contribute positively to new policies and procedure.
* Be innovative. Creative thinker. Thinking on your feet
 | **Desirable*** Knowledge of safeguarding statutory organisations.
* Experience of implementing policies, protocols and guidance.
* Knowledge and understanding of the culture and structure of football (or another sporting body).
* Knowledge of The FA’s National Game Strategy.
* Knowledge of FA systems such as Whole Game System.
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| **b) Behaviours – as enshrined within Lancashire FAs culture** |
| **Commitment*** Has a determination to ensure the Association delivers the best possible outcomes for children.
* Has a “can do” attitude to work displaying creativity & innovation in overcoming any obstacles to progress.
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| **Integrity*** Exhibits honesty, reliability and trustworthiness at all times.
* Displays a consistent set of ethics, values and principles by ‘doing the right thing’.

**Inspiration*** Encourages, includes and inspires others, tailoring the approach for the customer.
* Communicates own perspective in an engaging and collaborative way.
* Proactively takes accountability for actions and decisions.
* Infectiously spreads the safeguarding gospel through personal example.

**Respect*** Shows respect and consideration for others through thoughts and actions.
* Exemplifies customer excellence by prioritising the needs of stakeholders
* Promotes respect through our education programme, meetings, and literature
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| **Further Information.*** As this role involves direct access to young persons under the age of eighteen, within the context of the job or any subsequently related activities or responsibilities, the successful candidate will undergo a thorough screening process, which will include a Criminal Records Check to ensure their suitability for the role.
* Any candidates invited to interview will be sent a Personal Disclosure Form, Guidance Notes and Privacy Statement to return at their interview in a sealed envelope.
* This job description is only a summary of the role as it currently exists and is not meant to be exhaustive. The responsibilities/accountabilities and skills/knowledge/experience/behaviours might differ from those outlined and other duties, as assigned, might be part of the job.
* The successful candidate will receive a full induction including FA Safeguarding Children training
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| **Key Internal Relationships** | **Key External Relationships** |
| County FA CEOHead of SafeguardingCounty FA Designated Safeguarding Officer County Staff | The FA Clubs Leagues |
| Completed by Name/Role |  |
| Signature |  |
| Date |  |