**Job Description and Person Specification**

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| **Job title** | Safeguarding Support Officer  |
| **Reports to** | Safeguarding Manager  |

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| **Job purpose(s)** |
| * To support delivery of The FA Grassroots Football Strategy and Essex County FA Business Strategy.
* To assist the Safeguarding Manager (SM) to manage the Essex County FA safeguarding work, in line with legislation, FA safeguarding policy, procedures, regulations, standards and guidance.
* To significantly contribute to the implementation of The FA’s Safeguarding Operating Standard for County FAs.
* To support the adoption of FA technology systems across grassroots football.
* To comply with FA rules, regulations, policies, procedures and guidance that are in place from time to time.
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| **Direct reports** | N/a |

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| **Location** | Springfield Lyons Approach, Springfield, Chelmsford Essex CM2 5LB |
| **Working hours** | Monday to Friday 9am – 5pm with evening or weekend working required. |
| **Contract type**  | Fixed Term to 30th June 2023  |

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| **Responsibilities** |
| * Operationally support the implementation and delivery of safeguarding within the Essex County FA, being accountable for relevant areas of The FA’s Safeguarding Operating Standard for County FAs.
* Track and ensure ongoing compliance with The FA’s Safeguarding Operating Standard for County FAs measures, policies and procedures.
* Support the Safeguarding Manager and take a dynamic and strategic approach to safeguarding delivery within the Essex County FA, raising awareness and providing organisational support and guidance to colleagues.
* Provide the Safeguarding Manager with regular reports on safeguarding activity within the Essex County FA.
* Work closely with the Safeguarding Manager and The FA Safeguarding Case Management Team (FA SCMT) to refer child abuse and adults at risk concerns to The FA, acting in line with the relevant FA safeguarding policy, regulations and guidance.
* Record all safeguarding concerns on The FA Electronic Safeguarding Assessment (ELSA) system and ensure all data is securely retained in accordance with FA regulations, policies and data protection legislation.
* Support the Safeguarding Manager in dealing with all safeguarding poor-practice concerns and complaints with a focus on timeliness and outcomes and line with FA policy, regulations and guidance.
* Use FA IT systems to monitor safeguarding compliance across the grassroots’ volunteer network to manage risk and assist in strategic planning.
* Utilise insight and data to inform all compliance activity and take appropriate activity to address non-compliance.
* Assist the Safeguarding Manager to ensure the Essex County FA is compliant with safeguarding legislation e.g. Data Protection/GDPR 2018, Children’s Act, Protection of Freedoms Act (Criminal Record Checks), the Government’s ‘Working Together guidance 2018’ and any other legislation or statutory guidance that may be introduced.
* Identify, develop and maintain strong relationships with key local safeguarding stakeholders.
* Assist the Safeguarding Manager to strategically manage effective Club Welfare Officer networks; liaising with the Local Authority Designated Officers, Local Safeguarding Partnerships, Local Safeguarding Adult Boards, Children’s and Adults’ Social Care Services, Police Child Protection Teams and support club welfare officers (youth, adults and disability teams) to be compliant with safeguarding legislation, FA safeguarding policy, best-practice guidance and education programmes.
* Manage a diverse workload being able to prioritise work according to risk and timeframes, providing regular updates to the Safeguarding Manager on progress against the work programme and Performance Development Review.
* Maintain strong links with key FA staff and attend national FA safeguarding events and CPD courses to ensure knowledge and skills are maintained and updated.
* Work with colleagues to address poor behaviour and raise standards in grassroots football, promoting fun and safe football environments and creating a culture that lives and celebrates safer working practice across the Essex County FA ’s activity and grassroots football.
* Co-ordinate safeguarding visits, spot checks/audits on clubs throughout the season to ensure they are compliant with the records they have submitted to the Essex County FA and to check on the culture and safeguarding practice
* Work closely with the Safeguarding Manager to co-ordinate and deliver CPD events for Club and League Welfare Officers (youth, adults and disability teams).
* Ensure that enough safeguarding workshop opportunities are available for new volunteers.
* Ensure that any individual helping with any Essex County FA event involving children and adults at risk is suitably DBS-checked, trained and understand their responsibilities at the event.
* Work with colleagues to embed safeguarding and equality throughout the Essex County FA and grassroots football.
* Provide the highest level of customer excellence to support volunteers across all FA Technology systems (FA Events, Whole Game System, Matchday app and Full-Time).
* Execute tasks as required in order to meet the Essex County FA changing priorities.
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| **Person specification** |
| **Qualifications** |
| **Essential** * Safeguarding qualification and/or relevant experience in a child protection, safeguarding, or welfare role.
 | **Desirable** * Completion of recognised Designated Safeguarding Officer training at Level 2 & 3.
* A qualification in Business Administration.
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| **Skills** |
| **Essential*** Outstanding team-working and organisational skills.
* Exceptional communication, interpersonal and influencing skills.
* A child-centred approach, able to maintain this perspective and use common sense
* Ability to write reports and compile case file information.
* Ability to deal constructively with people’s emotions (e.g. upset, distress, conflict, animosity).
* Capacity to handle confidential data/information sensitively.
* Ability to promote safer practice and the importance of safe and fun football environments.
* Effective prioritisation and time-management skills.
* Competent in the use of IT, including Microsoft Office applications.
 | **Desirable*** Effective presentation and facilitation skills.
* Ability to de-escalate heated and challenging situations.
* Experience of interviewing children and or adults in relation to allegations.
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| **Knowledge and experience** |
| **Essential*** Knowledge of current safeguarding legislation, policy and practice relating to children and adults at risk.
* Knowledge of what constitutes poor practice and what is abusive behaviour.
* Demonstrate a working knowledge of inclusion, equality and anti-discrimination.
* Knowledge of the structure and partner organisations within football, nationally and within the County FA locality.
 | **Desirable*** Knowledge of the statutory agencies’ roles in safeguarding children and adults at risk.
* Knowledge of safeguarding statutory organisations for both children and adults at risk.
* Experience of working as a designated person.
* Experience of implementing policies, protocols and guidance.
* Knowledge of The FA’s Grassroots Football Strategy.
* Working knowledge of FA systems such as Whole Game System, Electronic Safeguarding Assessment (ELSA) and Customer Relationship Management (CRM).
* Knowledge and understanding of diverse faiths, communities and cultures.
* Understanding of the effects of various conditions that affect children such as, but not limited to, ADHD and Tourette’s syndrome.
* Knowledge and understanding of working with volunteers.
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| **Enhanced DBS Check required?** | YES |
| **Clean, full driving licence?** | YES |

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| **The job holder will be expected to understand and work in accordance with the values and behaviours described below** |
| **ECFA Value** | **Behaviours** |
| Understanding | * We are supportive, empathetic and knowledgeable using insight and data to drive decision making
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| New Innovations  | * We are proactive and creative to improve existing formats of football and explore new ways of delivering the game
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| Integrity and Inclusion  | * We are fair, honest, and accountable ensuring equality and diversity to develop football for all and making sure all those who wish to be involved are supported and encouraged
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| Teamwork | * We work collaboratively and inclusively with each other across all areas of the business, and with our partners across the game, to optimise all our opportunities.
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| Excellence | * We aim to deliver high quality football services, seeking feedback and constantly reviewing our work, to develop our services based on the needs of our community and individual customers
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| **Job description reviewed and modified by:** | Helen Hever  |
| **Date job description reviewed and modified:** | March 2022 |
| **Job description authorisedby:** | Brendan Walshe (Chief Executive)  |

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| **Signed by job holder (on appointment):**  |  |
| **Date signed:** |  |

One copy to be retained by the job holder, one signed copy to be stored confidentially by the employer.