

JOB PROFILE

Job Title:	Safeguarding Support Officer
Service Area:	Legal & Community
Grade:	Level 1 Grade 5 Level 2 Grade 6
Reporting Manager:	Safeguarding Team Leader Policy & Communities Manager
Direct reports:	None

Job summary:

To provide efficient and effective administrative support to the Safeguarding Team to ensure that high quality services are provided to staff and partner organisations; providing support to the Team Leader to ensure that accurate records are kept, timely learning and development and effective partnership working is in place for the corporate safeguarding support service.

Key responsibilities:

Level 1

To support the key administrative tasks required for the safeguarding function at the council, including but not limited to the following:

To ensure that consistent, logical and appropriate filing of all records relating to safeguarding children and safeguarding adults referrals is maintained; querying where relevant on referral accuracy

To provide initial advice and support to colleagues with queries about safeguarding children or adults and/or signpost to the Designated Safeguarding Officers, Safeguarding Team Leader or relevant external organisation, escalating where necessary.

To support the efficient administration of the corporate safeguarding training database including maintaining up to date training records on all staff members, identifying colleagues with training requirements and liaising with managers to identify the training needs of new starters and follow up of lapsed staff training requirements

When requested, to book agreed safeguarding training courses and venues, circulate invites, prepare registers and monitor attendance.

To assist the Safeguarding Team Leader in the preparation and dissemination of reports related to safeguarding performance, including reports to the Policy & Communities Manager, Leadership team and Overview & Scrutiny Committees

To assist financial administration for the safeguarding, including the processing of orders, purchase ledger payments and sales ledger invoices on the corporate financial management system in a timely

and accurate manner and the completion of related records. To ensure the correct financial processes are followed for processing invoices for safeguarding training courses.

Ensure all correspondence to the safeguarding inbox is responded to in a timely and efficient manner, including reviewing the accuracy of referral data and responding to Section 17 and 47 Freedom of Information (FOI) requests, with support.

To identify and participate in training and development for the post.

To provide administrative support for the Corporate Safeguarding Group. This may include minute taking and typing, preparation and circulation of agendas, organising and confirming venues and liaising with identified speakers.

To support the Team Leader to work alongside the Communications team to ensure timely and regular dissemination of local and national campaigns that raise awareness of key safeguarding issues both within the organisation and the local community.

Level 2 (in addition to the above)

To provide advice and support to colleagues with queries about safeguarding children or adults and/or signpost to the Designated Safeguarding Officers, Safeguarding Team Leader or relevant external organisation.

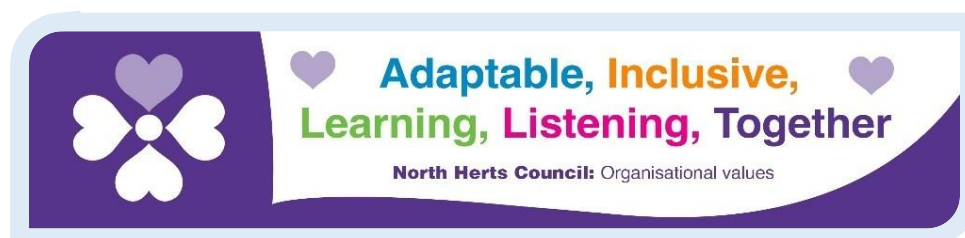
Deputise for the Team Leader in their absence. Attend Hertfordshire District Safeguarding officers' group and other relevant meetings as required to represent the safeguarding team of North Herts Council and embed best practice.

Ensure all correspondence to the safeguarding inbox is responded to in a timely and efficient manner, including review of accuracy of referral data, responding to Section 17 and 47 Freedom on Information (FOI) requests.

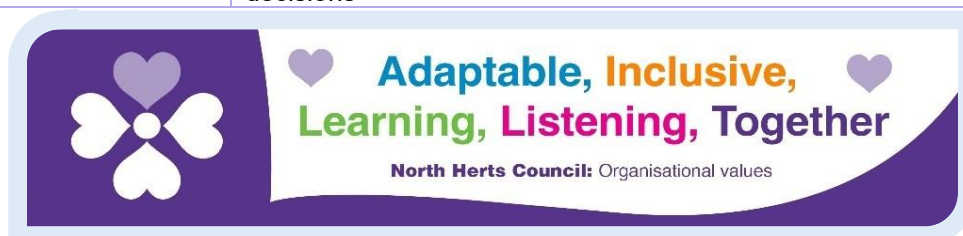
Please follow this link to read your general responsibilities:

[General responsibilities for employees | North Herts Council \(north-herts.gov.uk\)](https://www.north-herts.gov.uk/general-responsibilities-for-employees)

Key Requirements:		Essential desirable
Qualifications:	Level 1 Educated to GCSE standard or equivalent.	E
	Educated to A Level or Level 3 standard	D
	Willingness to work towards Safeguarding qualification	E
	Level 2 Safeguarding specific qualification	E



<p>Job related experience & knowledge:</p>	<p>Working knowledge and use of Microsoft Windows and Microsoft Office suite of programmes.</p> <p>IT literate with experience of working with software packages and databases</p> <p>Experience of working in a busy administrative environment</p> <p>Experience of in triaging safeguarding concerns, making referrals and escalating complex situations where necessary</p> <p>Willingness to participate in additional training, as identified as necessary for the role</p> <p>Awareness of Financial Regulations</p> <p>Experience of Local Government processes for safeguarding children and/or adults.</p> <p>Knowledge of or evidence of attendance at safeguarding training courses covering specific topics including domestic abuse, modern slavery, extremism, and the mental capacity act.</p> <p>Level 2 (in addition to Level 1)</p> <p>Significant Experience in triaging safeguarding concerns, making referrals and escalating complex situations where necessary</p> <p>Evidence of safeguarding training courses attended at Designated Officer (adult and child) levels.</p> <p>Knowledge of or evidence of attendance at safeguarding training courses covering specific topics including domestic abuse, modern slavery, extremism, and the mental capacity act.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>Skills & attributes required for the role:</p>	<p>Confident in conversing in fluent English which is sufficient to fulfil all aspects of the role.</p> <p>Good written and verbal communication skills, with a person-centered focus</p> <p>Ability to work under pressure and within set deadlines</p> <p>Ability to multi-skill and learn different work practices/processes</p> <p>Ability to collaborate with internal teams and external agencies</p> <p>Customer centric and with high degree of customer care skills</p> <p>Possess high attention to detail and accuracy</p> <p>Able and willing to use initiative and work with minimal supervision</p> <p>Problem solving and ability to make informed, defensible decisions</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>



Other:	Experience of working as part of a team.	E
	Positive attitude and outlook, demonstrating the values of North Herts Council (Adaptable, Inclusive, Learning, Listening, Together)	E
	Post requires enhanced DBS check to work with adults and children	E

Signed.....

Date.....

