

JOB TITLE:	Safeguarding Support Assistant
LOCATION:	Diocesan Office, St. Nicholas Church, Boley Hill, Rochester
GRADE:	Grade 4
REPORTING TO:	Lead Diocesan Safeguarding Adviser

PURPOSE OF JOB

Provide support to the Diocesan Safeguarding Team, Diocesan Office, Bishop's Offices and parishes including administration support.

Support the mission of the Church in its commitment to creating a Safe and Healthy Culture.

PRINCIPAL ACCOUNTABILITIES

1. Respond to parish queries on the administrative process of the online DBS system, and assist them with the process where necessary, including the appointment of Lead Recruiters. Administer the blemished DBS process.
2. Manage advertising and booking of safeguarding training events, venues, delegates, trainers, assistants, certificates etc. and occasionally assist with registration and other duties at the events taking place around the diocese. Supporting the Safeguarding Trainer with administration. Providing resources to parishes who deliver in house training, including updating records and producing certificates. Coordinating with other departments to update their training records. Obtaining impact information via post training surveys.
3. Work with diocesan databases to ensure audit compliance and effective Management Information by managing data input and creating and running reports in My Concern (Case Management System). Liaising with the Contacts Management System Administrator to update contact information and undertake general housekeeping.
4. Support the safeguarding team in the implementation of the National Safeguarding Standards to help ensure the quality and impact of safeguarding support.
5. Attend and take minutes at meetings as required, including the Safeguarding Executive Committee, Safeguarding Case Management Groups (Managing Allegations).
6. Oversee the allocation of invoicing for parish DBS checks.
7. Handle all confidential and sensitive information in a professional manner.

8. Responding to parish queries regarding accessing the National Safeguarding online training modules and the required levels of safeguarding training for individuals. Run monthly training reports from the National Online Training portal to produce data for Safeguarding Executive Committee, the Diocesan Safeguarding Panel Reports and others.
9. Process changes to Parish Safeguarding Officers, including updating systems and correspondence.
10. Provide first line support for parish queries on policies, administration and other general queries, referring to DSAs and Lead as necessary.
11. Monitoring and responding to emails to the Safeguarding Admin Mailbox.
12. Set up and support parishes with accessing the Safeguarding Dashboard and Safeguarding Hub.
13. Reviewing and requesting updates on the diocesan safeguarding web pages.
14. Provide general office support, including taking telephone calls, providing reception cover and other ad hoc administration.

SKILLS AND EXPERIENCE

- Previous administrative experience, including minute taking
- Strong attention to detail
- Competent in the use of the Microsoft Office suite
- An ability to work to tight deadlines
- Demonstrates a proactive approach to work
- An excellent communicator, both verbal and written
- A collaborative worker
- An understanding of when to consult or seek advice
- Experience in handling confidential matters
- Able to travel within the diocese for training events, including occasional weekends.

COMPETENCIES

Relationships – The ability to understand the perspectives, feelings and concerns of others and initiate, build and maintain relationships in a mutually beneficial way. Recognise one's own feelings and those of others and manage emotions effectively.

Persuasiveness – The ability to convince others of a view, conclusion, position etc. Communicating in an impactful way, tailored to one's audience.



Problem Solving – The ability to investigate and breakdown a problem or situation into its component parts, identifying implications and the key underlying issues and establish possible solutions.

Independence – A demonstrated belief in one’s capability to select an appropriate approach to a situation. It includes confidence in one’s judgement or opinion and showing resilience in adversity. Know when to seek the support and advice of others.

Adaptability – The ability to adapt one’s behavioural style or method of approach where necessary to achieve a goal. Responds to change with a positive attitude and demonstrates a willingness to learn new ways to accomplish objectives.

Teamworking – The willingness and ability to work co-operatively and collaboratively with others toward a shared goal, contributing actively to the team. Builds positive relationships and a sense of pride within the team.