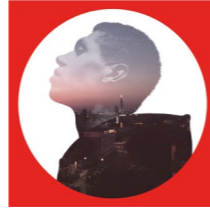


saferlondon

CANDIDATE INFORMATION PACK





Safer London candidate information pack

Post: Office & Governance Coordinator
Salary: £27,445

This pack includes:

- » [Welcome](#)
- » [Why working for us is different](#)
- » [More about us](#)
- » [Our values](#)
- » [About the role](#)
- » [Staff Benefits](#)
- » [How to apply](#)

WELCOME

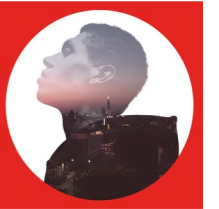
Thank you for considering joining our team dedicated to making a positive impact!

At Safer London, we are committed to working alongside young Londoners and their families affected by violence and exploitation, supporting them to build positive futures for themselves. As you explore this candidate pack, you'll discover the meaningful work we do and the exciting opportunities that await you.

We believe that every person can make a difference. If you share our passion for creating positive change and making a lasting impact, we encourage you to consider joining the Safer London family.

Thank you for considering Safer London as your next professional home. We look forward to the possibility of welcoming you to our community and working together to achieve our shared goals.

Kind Regards,
Safer London



WHY WORKING FOR US IS DIFFERENT

Encouraging work life balance

- ✓ From April 1st 2024 we are a 4 day/32 hour (FTE) working week organisation. This means that you have a regular day off in the week with no impact on your pay.
- ✓ 28 days annual leave (plus bank holidays and pro rata for those who join us part time) rising after 3 and 5 years of service.
- ✓ Flexible and smart working policies in line with an agile way of working.
- ✓ Agile working - meaning you can work from different locations like home, in the community, from our office (job dependent).

Enriching your work life

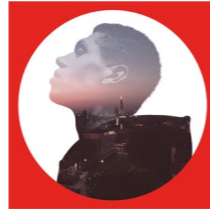
- ✓ Opportunities for learning and development
- ✓ New modern offices
- ✓ Opportunities to feedback including surveys and groups
- ✓ Reflective practice sessions
- ✓ Reduced caseloads compared to statutory services .

Caring for you and your family

- ✓ Enhanced family leave
- ✓ Death in service benefit
- ✓ Free access to a confidential 24/7 helpline service with a specialist range of support and information

Thinking about your finances

- ✓ Discounted season ticket loan
- ✓ Staff expenses float
- ✓ Pension scheme
- ✓ Cycle to work scheme



MORE ABOUT US

What we do

Safer London is a leading charity working with young Londoners and their families affected by violence and exploitation. Understanding young Londoners' lives are shaped by the world in which they live, we work not only with them and their families, but also their peer networks and directly within the community and the places where they live and spend their time.

With a footprint in every borough in London, we build trusting, professional partnerships to embed our approaches and work towards achieving our vision of a city that is safer for all young Londoners who live here.


We deliver our work through three key themes

PEOPLE




We provide trusted individual relational support to ensure more young Londoners will feel safer, be safer, and have positive futures.

PEERS



We enable young Londoners to support and be supported by their peers.

PLACES



We work directly in the community to ensure that the places and spaces where young Londoners spend their time are safe and positive.

We believe **people**, **peers** and **places** all have their own abilities and assets. We'll work alongside them to identify their strengths and enable them to find the solutions which work best for them.

How we work

Through specialist one-to-one intervention, we are supporting young Londoners and parents/carers to move onto the positive futures they deserve. We put them at the centre of their support, focusing on them and their needs. By building strong, trusting relationships we gain an insight into their world, begin to understand what they need and together we find the best ways to keep them safe.

We understand the impact the wider context has on young Londoners. The area where they live; where they spend their time; their peer networks - can all impact on their safety. Whether this is positive or negative. When working alongside a young Londoner we take into consideration these contextual factors right from the point of referral. By delivering our work through the lens of Contextual Safeguarding, we are acknowledging that young Londoners face risks not only within their families but also in broader social contexts. This approach ensures a more comprehensive and effective way to protect them from harm and promote their wellbeing.

Our support is delivered by skilled Caseworkers for anywhere between six months and two years. Safer London Caseworkers work collaboratively with young Londoners and families, with sessions primarily delivered face to face in the community, with phone and online sessions also offered.

Our work is underpinned by six guiding principles:



Person Centred

Safer London puts young Londoners at the centre of their support. We listen to and work with them, focusing on them and their needs.



Co-production

Young Londoners have a say in their journey of support. This empowerment not only boosts their confidence but also facilitates meaningful engagement.



Contextual Safeguarding

We understand the impact the wider context has on young Londoners lives and safety. Whether this is in physical spaces, within their peer groups or online. We're committed to weaving Contextual Safeguarding approaches throughout our work with young Londoners.



Trauma Responsive

Young Londoners tell us how they've experienced traumatic events. This can have a devastating impact on their daily lives. Our knowledge and understanding of trauma and how it effects young Londoners, are the building blocks of our support.



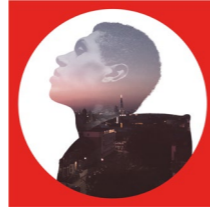
Trusting relationships

Strong trusting relationships form the foundation of all our work with young Londoners and families. We understand that establishing trust is pivotal for young Londoners to achieve a positive outcome for themselves. By building strong trusting relationships we gain insight into their world, understand what they need and learn how to keep them safe.



Non-judgemental

Whatever their history, when a child or young person comes to Safer London, they are just that - a child or a young person. Our approach is not punitive, our work is grounded and delivered through the lens of safeguarding - we never judge the young Londoners and families we work with. Our goal is to work alongside them, so they can unlock their potential.



OUR VALUES

| | |
|----------------------|---|
| CHANGEMAKERS | We bring creativity, passion and innovation to make a lasting difference |
| INCLUSIVE | We bring creativity, passion and innovation to make a lasting difference |
| TRUSTED | People trust us because we have a track record of consistent, high-quality delivery |
| COURAGEOUS | People trust us because we have a track record of consistent, high-quality delivery |
| COLLABORATIVE | People trust us because we have a track record of consistent, high-quality delivery |

Behaviours framework

Safer London’s Behaviours Framework is a set of core behaviours which define ‘how’ we are expected to approach our work and sits alongside ‘what’ we do.

The framework details the behaviours and attitudes required by employees at all levels to support the effective delivery of our services and create a positive workplace culture.

Safer London’s values sit at the heart of everything we do. The defined behaviours link directly to Safer London’s set of values. The behaviours are what people see and are an expression of what we value. The values are brought to life through the defined behaviours.

By demonstrating the attitudes and behaviours set out in the framework, Safer London is an effective, positive and collaborative place to work.

ABOUT THE ROLE

Who you will be working with

At Safer London we work as one team across the entire organisation. This cohesive working allows us to realise our vision of helping to create a safer city for everyone who lives here.

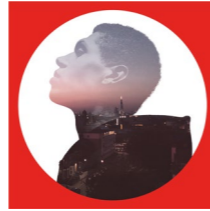
We choose to invest heavily in our direct practice work, with practitioner Caseworkers making up the majority of Safer London’s workforce. Safer London’s Caseworkers are supported by a team of practice managers and safeguarding professionals.

We have Caseworkers who are Specialists and Experts in the following areas:

- Violence and criminal exploitation
- Sexual exploitation
- Child sexual abuse
- Sexual and criminal violence
- Neurodiversity and SEND
- Harmful Sexual Behaviours
- Families (parents and carers)
- Education, training and employment
- Housing and resettlement

At Safer London we encourage a culture of shared learning and collaborative working. We work together to support the presenting needs of the young Londoners and families we work with. Our work is grounded in the [AMBIT](#) approach of working, with the team working to the AMBIT principle of mentalization.

If the practice team is the beating heart of Safer London, then the central resources team are the brain. Encompassing finance, HR, fundraising and communications, learning and development and data management, these individuals work hard to make sure Safer London is operating to the highest standard possible.



JOB DESCRIPTION

| | |
|---------------------|---|
| Job title | Office & Governance Coordinator |
| Reporting to | EA to the CEO |
| Contract | Permanent (subject to funding) |
| Location | Safer London Office, Southwark |
| Hours | 35 hours per week (Please note that as of 1st April 2024 Safer London will be moving to a 32 hour/4 day working week) |
| Salary | Grade B £27,445 |

Main purpose of the role

The post holder will be responsible for the smooth running of the Safer London central office, managing the maintenance and issuing/return of devices, and providing administrative support for key governance functions including Board meetings.

Key responsibilities

Office Coordination/ Office management

- Opening the office [on agreed days and at agreed times – t.b.c.]
- Booking meeting rooms with LentaSpace for all internal meetings, maintaining an up-to-date log of rooms booked and cross-checking this against invoices received for room bookings.
- Filtering general information, queries, telephone calls, emails, post and invitations coming into the office and redirecting to the appropriate point of contact in the organisation.
- Liaising with the building manager around any issues in the office, including reporting repairs needed and generally keeping the relationship with the building management running smoothly.
- Maintaining agreed stationery supplies and on occasion ordering additional items such as special furniture for office or home workers.
- Keeping the office safe and tidy for optimal use by the wider team, which will include making routine inspections of e.g. health & safety arrangements and cleaning.
- Managing the mail and deliveries.
- Maintaining an up-to-date and accurate record of what devices have been issued to Safer London employees including keeping signed loan forms on file and ensuring that returned items are in a good state of repair and that returns are appropriately recorded.

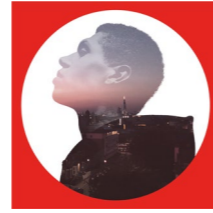
Main purpose of the role (cont)

Governance support

- Working with the EA to the CEO and the Head of Corporate Services, coordinating meetings for the Board and its subcommittees, including arranging dates and booking meeting rooms as needed, maintaining the Meetings Plan and ensuring items recorded there are included in relevant meeting agendas, preparing and distributing papers and taking accurate minutes of meeting.
- Track and update actions on governance issues for the Board and the Audit & Finance Committee, including ensuring that documents are signed as applicable, and keeping trustee details on the website updated.
- Coordinate Board Away Days, including sourcing and booking venues, preparing agendas and papers and providing administrative support on the day as needed/ requested.
- Provide administrative support to the recruitment of and induction process for new Trustees.
- On an ad hoc basis, support cross-organisational projects led by SLT members including documentation, planning and organising as appropriate.
- Provide administrative and project coordination support to the Head of Alliance Delivery as required.

Other

- Being the Fire Warden for the office – training will be provided. This function is subject to an additional allowance.
- Being the primary First Aid provider in the office – training will be provided. This function is subject to an additional allowance.
- Undertaking any other duties as required and commensurate with the level of this post.



PERSON SPECIFICATION

The person specification describes the specific experience, knowledge, skills, qualifications and attributes that are needed for the job.

| Criteria | Essential/ Desirable | Application/ Interview/ Test |
|---|-------------------------|------------------------------------|
| Skills and experience | | |
| Substantial experience of producing minutes for meetings at Board level | Essential | A/I/T |
| Ability to work autonomously and appropriately prioritise your own workload without close day to day supervision | Essential | A/I/T |
| Ability to work collaboratively to encourage transparency and openness in an inclusive work and learning environment | Essential | I |
| Ability to keep clear and accurate records across a range of administrative functions | Essential | A/I |
| Good organisational and time management skills, and ability to manage competing priorities. | Essential | A/I/T |
| Ability to act confidently and proactively in the event of a crisis | Essential | A/I |
| Excellent communication skills, both written and verbal, in order to communicate and influence a wide range of internal and external colleagues | Essential | A |
| IT literate (Excel, Outlook, Word etc.) and experience of using databases | Essential | A/T |
| Knowledge | | |
| Good understanding of fundraising and/or public procurement processes, good practice, principles, and regulation | Essential | A/I |
| Understanding of the public commissioning environment in London and/or children and young people services | Essential | A/I |

Knowledge

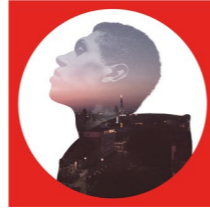
| | | |
|--|-----------|-----|
| Understanding of the need for and ability to work with a high degree of confidentiality | Essential | A |
| Experience of working with a variety of stakeholders – suppliers, colleagues, beneficiaries, trustees – and able to demonstrate high levels of interpersonal skills. | Essential | A/T |

Values and attributes

| | | |
|---|-----------|-----|
| Commitment to equity, diversity and inclusion, and experience of applying these principles in the workplace | Essential | A/I |
| Ability to demonstrate, with examples, your alignment to Safer London's values | Essential | A/I |
| Able to build trust with colleagues across Safer London, role- modelling positive behaviours to motivate and inspire others to create a high performing culture | Essential | A/I |
| Solutions-focused with the ability to be creative and find positive solutions to problems. | Essential | I |

Additional Considerations

- We're committed to protecting and promoting the welfare of children and young people, and we expect anyone who works and volunteers with us to share this commitment. An basic Disclosure and Barring Service (DBS) check is required for this role.
- The successful candidate may occasionally be required to work evenings or weekends.
- This role is not eligible for agile working arrangements and is wholly office-based, although the post holder may on occasion be allowed to work from home on an ad hoc basis when the office is not being used.
- Safer London understands that resilience is a skill that can be learnt over time and recognises and supports the role of self-care in developing resilience.



STAFF BENEFITS

We offer our staff a wide range of benefits to reward them for the value that they bring to Safer London, to support them in their work, to help improve health and wellbeing, and maintain a healthy work-life balance.

We intend to offer these benefits on an ongoing basis but may amend or withdraw them at any time.

Agile working

Safer London is committed to ensuring that it provides the best working conditions for its employees. Agile working is a practical, flexible, and sensitive approach to individual circumstances that allows staff to balance their personal and professional lives. At Safer London, agile working allows employees to work from various locations, such as the office, their homes, or other locations such as a library or shared workspace, depending on which is most appropriate or which is closest to any meetings with young Londoners. This approach enables Safer London to provide the best possible service, while taking into account the technology, support and safeguards that are in place. Regardless of where they will normally be based, all employees may be required to attend the office for team meetings, training or other reasons, with more regular attendance required during staff probation.

Death-in-service

Death-in-service is an employee benefit which pays out a tax-free lump sum if an employee passes away while they are employed by Safer London, regardless of the cause of death. Any payments that become due under this scheme are tax free and paid – at the discretion of the scheme's Trustees – to a named beneficiary/ beneficiaries nominated by the employee.

Annual Leave

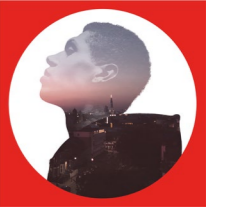
Staff are entitled to 28 days annual leave plus Bank Holidays (pro-rata for part time staff and in the first year of employment), rising to 30 days after 3 years and 33 days after 5 years employment. This is in addition to eight days paid public holidays every year.

Staff expenses float

The Staff Expenses Float is a financial support system where Safer London provides a one-off loan payment of £100 to cover the initial costs of expenses.

Cycle to Work Scheme

We offer a Cycle to Work Scheme to encourage health and fitness. This enables you to use an interest free loan to purchase bike and safety equipment with costs recovered from your salary over a 12-month period and meaning a tax and National Insurance saving on this cost



Season Ticket Loan

Interest free season ticket loans are available to all staff once they have passed probation (six months).

Paid Maternity Leave

All pregnant staff are entitled to up to 52 week's maternity leave regardless of length of service. Safer London offers enhanced maternity pay to those employees who:

- have completed one year of continuous service by the end of the 15th week before their baby is due; and
- agree to return to work for at least three months after the end of their Maternity Leave period.

Enhanced Maternity Pay means that the eligible employee's pay will be increased to:

- 100% of normal salary for the first six weeks of maternity leave;
- 50% of normal salary for the next 20 weeks of maternity leave;
- The next 13 weeks paid at the Statutory Maternity Pay flat weekly rate.

Paid Paternity Leave

Any employee who satisfies the conditions for 2 weeks' statutory paternity leave and pay will be entitled to our Enhanced Paternity Pay benefit of an additional 2 weeks' paid leave. The leave may be taken as four consecutive weeks of continuous leave or in two blocks of two weeks each. All Enhanced Paternity Pay is paid at 100% of normal pay. It is calculated as Statutory Paternity Pay and topped up by Enhanced Paternity Pay.

Employee Assistance Programme

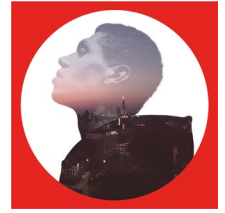
We offer a Staff Assistance Programme to all staff free of charge. It offers completely confidential and impartial support, information, and a counselling service to staff on legal, financial, debt management and emotional issues.

Pension

On joining Safer London, new staff are auto-enrolled into our pension scheme if they meet the eligibility criteria. Employees will pay an employee's contribution of 4% and Safer London will pay an employer's contribution of 3% every month. Employees may choose to contribute more than 4%.

Equity, inclusion and diversity

At Safer London we value diversity and we're committed to creating an inclusive culture. We know that in order to make London a safer place for the young people that live here, we need a diverse range of perspectives, experience and knowledge. Issues of racial justice are central to the work we do. We are fully committed to anti-racism and actively oppose systemic oppression of any form. We celebrate diversity and challenge inequality. As an organisation, we will proactively become part of the solution, since we are not prepared to sit back, do nothing, and be part of the problem.



HOW TO APPLY

If you are committed, resilient, and believe you have what it takes to work collaboratively with young Londoners and their families to help them create better futures for themselves, then please apply.

To apply for this role complete the online application form via the Safer London website: <https://saferlondon.org.uk/join-the-team/>

As an agile working organisation, shortlisting will take place on a rolling basis and the closing date is subject to change at any time. Interviews will take place in person at Safer London's central office based in Southwark.

As part of the online application, you will be required to confirm you have read our [Privacy and Cookie Policy](#) and [Safeguarding and Child Protection Policy](#).

Please note we don't accept CVs.

Should you need any adjustments to the recruitment process, at either application or interview, or experience any technical issues when trying to access and/or complete the online application form, please contact us at recruitment@saferlondon.org.uk

Your Application

Please read the information below thoroughly before starting your application.

Your supporting statement is a very important part of your application. We cannot make any assumptions about your knowledge, skills and experience, so the information that you provide in your supporting statement is vital for us to decide whether to shortlist you for an interview.

Please demonstrate how you meet the criteria and the values listed in the person specification, detailing your experience, skills, achievements and/or abilities that are relevant for the role that you are applying for. You should use specific examples. We are looking for evidence that you can thrive in the role advertised.

Your statement should not exceed 1,000 words. We recommend you draft and save your supporting statement outside of the application portal as your connection may time out and it is not possible to save this document online for future use.

Data Protection

The information you provide in your application will be used by Safer London to assess your suitability for the role you have applied for. We will not use personal data for marketing or fundraising purposes (unless you have previously supported Safer London) or share your data with any third parties for their marketing purposes.

We will also ask you for sensitive information (such as information relating to ethnicity or sexual orientation), but only to allow Safer London to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not affect whether you are shortlisted for the role you have applied for.