



**WORKING
WITH US
APPLICATION
PACK**

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Welcome from Martin Coles, CEO



Thank you for your interest in working with us. This is a special and unique charity with a distinctive vision, talented staff and a huge number of passionate volunteers. Our beneficiaries (i.e. our cadets and seafarers) are at the heart of what we do and we are proud that we help so many young people and seafarers to seize a better future.

This is an exciting time for MSSC. We have a clear vision and strategy driving us forward. We're ambitious in our plans to maximise our impact and we will continue to evolve as a charity to make sure we achieve our goals.

Our values play a key part in determining our ways of working. We want employees who are passionate about what we do, who understand why we're here and recognise the significant impact we can have on our cadets and seafarers lives. We want employees who are driven to succeed and who want to work in line with our values to change lives.

I hope after reading through this application you'll see what an incredible charity MSSC is and you will be inspired to apply.

We look forward to receiving your application pack and hopefully welcoming you into our charity in the future.

Kind regards

Martin Coles, CEO

What we do and our impact

We are a charity that helps launch young people for life today whatever they want to do after school and helps seafarers to keep learning all their lives.

Our vision is to be the leading maritime charity for youth development and lifelong learning.

Specifically for Sea Cadets the charity works across the country to give youngsters some balance in their life. With 160 years experience, we're helping teenagers from all backgrounds, every week via a network of 9,000 volunteers through 400 units, some in the hardest hit regions of Britain, to launch well for life. Our close links with the Royal Navy, their traditions and ethos inform much of the nautical activity.

The charity helps them cope better, enjoy what life brings and encourage new ways of thinking and acting. Through a range of different adventures on land and on the water the charity offers a chance to learn from one another, build skills, resilience and self-belief through adventure, discipline and developing a sense of family and purpose often lacking in their home lives.

The Marine Society has a long history of supporting the maritime sector and is one of the country's oldest charities – established in 1756. It supports all seafarers through distance learning programmes, making study available via distance learning which can enhance their careers and personal development. It offers a range of

scholarships to support that self-improvement. The charity also provides libraries to ships and installations, supporting crew well being and professional development through a variety of titles.



Our values

We are driven by what we do and the impact we have. We are proud of our work, approaching it with positivity, energy and enthusiasm as we lay the foundations for more inspiring futures.

Our shared values and ways of working are summarised below and will guide us as we work together to achieve our goals for those we support.

RESPECT

We are professional, courteous and considerate.

LOYALTY

We put the charity first and all work together to achieve our shared goals for seafarers and cadets.

SELF-DISCIPLINE

We are planned and structured in our work and we take responsibility.

COMMITMENT

We are positive and go the extra mile to deliver our objectives.

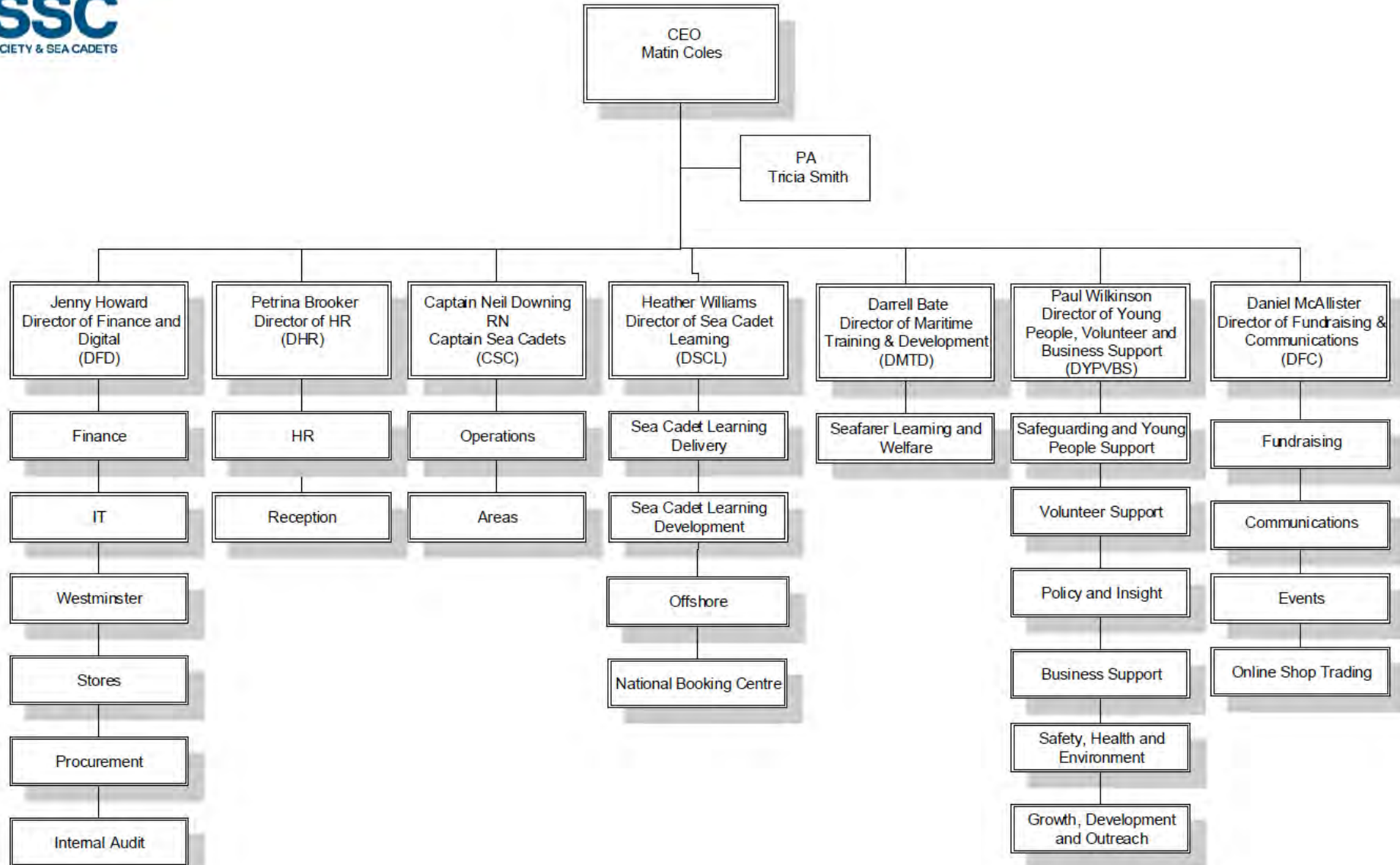
HONESTY & INTEGRITY

We are open and honest, and we treat each other fairly.

COURAGE

We do what we know is right and support our colleagues to do the same.





Job description

Job Title: Safeguarding & Young People Support Administrator (SYPS)
Line Manager: Senior Safeguarding Officer
Location: MSSC National Support Centre, London, SE1 7JY

CONTEXT

The Marine Society & Sea Cadets (MSSC) is a vibrant and growing charity delivering life changing nautical adventure for young people through the Sea Cadets to give them the best possible head start in life. We also provide personal and professional development opportunities for seafarers with the Marine Society. Working with our staff, cadets and volunteers, we have built a vision and strategy to take us forward and further improve the astounding contribution already made through our work to the lives of thousands of young people and seafarers, while fully supporting our volunteers who are vital to our success.

OUR VISION:

To be the leading maritime charity for youth development and lifelong learning.

FOR THE MARINE SOCIETY IN PARTICULAR

To give the best possible lifelong learning opportunities to seafarers tailored to their individual needs.

FOR SEA CADETS IN PARTICULAR

To give young people the best possible head start in life through nautical adventure and fun.

OUR VALUES

Respect, Loyalty, Self-Discipline, Commitment, Courage, Honesty & Integrity

ROLE DETAIL

The role is operationally overseen by the Head of Safeguarding & Young People Support (HSYPS) with day to day line management provided by the Senior Safeguarding Officer (SSGO).

Due to the nature of the work, this post is exempt from the provisions of the Rehabilitation of Offenders Act 1974 and the post holder will be required to undergo a Disclosure and Barring Service (DBS) check.

PURPOSE OF THE ROLE

Actively contributing to the delivery of the Safeguarding & Young People Support Team (SYPST) National Operations.

To assist in the smooth running of the SYPST, supporting a team of managers and practitioners in the day to day functions of the service.

KEY RESPONSIBILITIES

The following is a list of the key responsibilities of the Business Support Officer but it is not exhaustive:

- a. To act as a 'first point' of contact to those who communicate with the SYPST: internal staff, volunteers, cadets, parents/carers and statutory agencies, and to ensure they are dealt with politely and efficiently. This can include: supporting the Duty Safeguarding Officer, dealing with queries, taking initial referrals, assessing the nature of calls and emails and referring them on to the appropriate team member or other professionals.

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- b. Under the guidance of HSYPS, Safeguarding Manager (SGM) & SSGO: liaise with other departments and external statutory professionals, via various means e.g. telephone calls and emails to support casework, passing on information and assisting as required. This can include liaising with individuals and members that may be directly associated with safeguarding casework.
- c. To log and maintain a record of all incoming and outgoing e/mail and telephone calls and where necessary upload onto the Eclipse case management system.
- d. Take referrals during office hours, accurately log the referral details and swiftly share the information with the appropriate SYPST practitioner.
- e. Generate reports from the Eclipse data management system. Collate and distribute information and other data requests to the relevant parties including external agencies under the supervision of the safeguarding team practitioners.
- f. To monitor the safeguarding outcome tracker ensuring safeguarding outcomes have been completed. When outcomes have not been completed this is brought to the attention of the appropriate SYPST member.
- g. Co-ordinate and prepare reports for HSYPS in preparation for the Charity Commission.
- h. Create Eclipse case files for newly received legal enquiries and Court Order Notifications. To make initial enquires relating to the court orders.
- i. Inputting data into the relevant systems including case work database, electronic files and spreadsheets. The post holder must be competent with using Microsoft office packages.
- j. To maintain confidentiality in accordance with confidentiality protocols and GDPR
- k. To arrange and coordinate meetings on behalf of the SYPST, making best use of technology to prepare and support the meeting. To ensure that accurate notes are taken and distributed as appropriate.
- l. To co-ordinate and organise team/individual travel plans, including booking travel tickets and accommodation where necessary.
- m. Provide administrative support to the Young People Support Manager: event planning, meeting coordination, email distribution and young people communications.
- n. Assist with the booking arrangements of safeguarding courses and other safeguarding training, including organisation, preparation of training materials, and collating attendees.
- o. To oversee the processing of financial transactions to help ensure invoices and credit cards returns are logged and are processed swiftly.

OTHER DUTIES

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that level.

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As part of the initial induction in order to get to know the Sea Cadets, the post holder will be encouraged to assist as a volunteer with evening activities within a local unit (details to be agreed) for a period of one month within the first year of employment.

All employees are expected to take responsibility and comply with the MSSC's policies, procedures and training requirements, particularly in relation to safeguarding, health and safety, data protection and equality, diversity and inclusion. All employees must be familiar with and comply with all aspects MSSC policies.

OUR COMMITMENT

We recognise our responsibilities to safeguard and protect the young people and vulnerable adults with whom we work. We do all we can to promote their health, safety and wellbeing, and we ask our staff to share this commitment and work in line with our values and ethos of inclusivity. We adhere to safer recruitment practices and therefore employment is subject to detailed pre-employment checks for successful candidates, including references and DBS checks and attendance at relevant safeguarding training.

Person specification

Safeguarding & Young People Support Administrator

Essential	Desirable
Experience/work-based knowledge and qualifications	
Good general level of formal education (including English and Maths GCSE or equivalent)	Experience of working in a safeguarding team or safeguarding environment
Experience of working in a support focussed role, including handling a wide range of enquiries by phone and email, and handling challenging phone calls and emails	Experience working with volunteers, parents/carers and multiagency professionals.
Excellent IT proficiency, particular using Microsoft Excel and Outlook	Experience of handling highly sensitive information.
Experience of using data protection procedures	Experience of using data systems
Experience of organising own work and managing deadlines	
Experience of supporting and working within a busy team environment	
Experience of database inputting and records maintenance and management	
Core Competencies	
Good communication and interpersonal skills with the ability to draft appropriate correspondence and email responses.	
Ability to communicate clearly and effectively by telephone and email.	
Ability to work unsupervised, use initiative and take responsibility.	
Computer literacy – strong knowledge of Microsoft Word, Excel, email, internet and experience of web based information systems.	
Excellent organisational skills.	
Adaptable and flexible in approach to work.	
Attention to detail.	
Ability to foster and maintain successful working relationships with colleagues and contacts.	
Personal Characteristics	
Focused on providing a good service, empathetic and supportive.	
Dynamic and enthusiastic.	
Tactful, discreet and diplomatic.	
Integrity and honesty.	
Other	
Satisfactory enhanced criminal records check.	

Employment details

Location:

Office based with a flexible working policy. Position is based at MSSC National Support Centre London.

Salary:

£25,250 gross per annum depending on experience

Contract:

Full time, Permanent

Hours of Work:

Core working hours will be 35 hours per week between 9:00am and 5:00pm Monday to Friday with one hour for lunch, unpaid. Any other such occasional hours as the role demands.

Probationary Period:

Three months

Notice:

Two months

Notice During Probationary Period:

One month

Annual Leave:

25 working days pro rata of paid holiday per annum, plus public and bank holidays observed in England and Wales, increasing to 29 days after two years' service.

Training:

We value our employees and are committed to providing relevant training opportunities where possible.

Flexible Working:

We offer flexible working, with an option to flex start and leaving times and offer a hybrid working approach whereby employees can choose to work remotely for up to 3 days a week if they wish.

Benefits

MSSC values our employees and offers a range of benefits.

PENSION SCHEME

All eligible employees are able to join our generous salary sacrifice pension scheme with Aviva. This plan allows employees to contribute a minimum of 3% of their salary. If employees contribute at this rate, MSSC will contribute 5%. However, if employees increase their contribution to 5%, MSSC will contribute 10%.

LIFE INSURANCE

All employees enrolled in the Pension Scheme will automatically be enrolled in MSSC's Life Insurance scheme, which pays out a lump sum of four times employee's salary if required.

EMPLOYEE ASSISTANCE PROGRAMME

MSSC provides a programme offered by Health Assured to help support employee's personal wellbeing. This offers a free confidential telephone counselling service, which is available 24 hours per day, 365 days a year. MSSC also has a wellbeing portal to support employees.

PRIVATE MEDICAL INSURANCE

All employees outside of their probationary period are eligible to join MSSC's Health Insurance scheme with AXA PPP (formerly Simply Health). Employees can also add members of your family (spouse, partner, and children) to the scheme at a competitive rate.

SEASON TICKET LOANS

All permanent employees outside of probation or those on a contract of at least one year can apply for an interest free loan for an annual season ticket. This is deducted from the employee's monthly payroll spread across the year.

EYE CARE

For employees who regularly use a computer monitor or any other form of Display Screen Equipment, MSSC contributions towards eye tests and glasses.

