

Risk Management Support Officer – role description

Full-time position 35 hours per week. Remote based with time in the International Office as required

Reports to: International Safeguarding and Risk Management

ABOUT US

CISV International is a global organisation dedicated to educating and inspiring for peace through building inter-cultural friendship, cooperation and understanding. Founded in 1950, today we are a federation of nearly 70 National Associations with over 200 Chapters or local groups.

Through our innovative, fun, non-formal 'learning by doing' programmes we help our young participants develop to their full potential as future leaders and active citizens, to make a difference in their communities and the world. We also give them the opportunity to build global friendships and networks that will last them a lifetime.

Key Responsibilities

Risk Management Projects

- Lead on projects specific to the Risk Management and Safeguarding Strategy which feed into the wider organisation short and long term strategies and the RAG rating process as outlined by the International Safeguarding and Risk Management Lead or the CISV International CEO
- Lead on or support risk management promotional projects such as focus weeks, awareness and information projects, resource development and strategy related tasks.

Training

- Collaborate with relevant departments to research areas of concern or development which will lead to suitable training provision and compliance.
- Collaborate with relevant departments to coordinate the logistical requirements of training provision.
- Develop and / or produce training materials for relevant training programmes both on-line and face to face.
- Support learners with accessing relevant training including the provision of alternative materials for those with support needs such as dyslexia, translation requirements or disability.
- To work with relevant departments to identify risk management training requirements across all programmes and contribute to training materials as required.
- To grade any submissions of risk management training assignments as part of any IO led training when required.
- To be the primary point of contact for Moodle development, supporting staff in their understanding and ability to utilise the system.
- To coordinate the recertification of Risk Managers as required but at a minimum on an annual basis globally. This involves understanding who requires recertification and ensure invites and relevant on-line links are sent to all parties.

Research, Evaluation, Data Analysis

- To support all functions in the international office, SMT and Governing Board with research, evaluation and data analysis services as required.



- To support organisation wide research and evaluation projects including producing qualitative and quantitative data reports
- Complete monthly analysis of IRF data, identifying trends during programme seasons.

Case Management, Governance and Administration

- To work closely with the International Safeguarding and Risk Management Lead and the Safeguarding Officer to ensure a collaborative approach to the safeguarding and risk management provision.
- To work with other departments on developing and maintaining appropriate case management systems.
- To assist in responding to and analyse IRF reports, escalating cases according to the tier system to the Case Manager or to the ISRML.
- Ensure the case management system is kept up to date with all relevant records and communications, sharing with relevant Risk Managers where appropriate for effective operations.
- Support Regional, National and Local Risk Managers with any queries or resource needs.
- Support the Governing Board Safeguarding and Risk Management Trustee with any information or data required to cascade to the Governing Board where relevant.
- To assist in the design and coding of programme related forms such as the Health and Legal Forms
- Global Risk Management support including safety@, IRFs and general enquiries that may be passed from the International inbox or social media

IT support

- To act as Gate Keeper' for the Risk Management area on SharePoint.
- To be the Administrator for the Moodle on-line Learning Management System.
- To be the licence holder and primary user of Storyline to produce SCORM packages for on-line training.
- To use event management software to ensure the availability and completion of registration forms for face-to-face training events.
- Collaborate with relevant parties to identify IT system development and resource requirements.

Insurance

- Be the point of contact for insurance based queries.
- Calculate the number of participants throughout the season and send quarterly declarations to the insurance company, which leads to costings.
- Update website and relevant insurance documents annually and notify all relevant parties.

Key Working Relationships

- International Safeguarding and Risk Management Lead
- Safeguarding Officer
- Regional Risk Managers
- National and Local Risk Managers
- Regional Managers

KNOWLEDGE AND SKILLS

(E = essential; D = desirable)

Skills:

- Have significant administration experience using complex on-line software and programmes (E)
- Significant experience of data analysis and experience of research and data collection. (E)



- Experience of working with external parties and organisations at all levels (E)
- Organisational skills and experience of multi-tasking across a number of working areas simultaneously (E)
- Experience in developing and managing information recording systems and registers (E)
- Incident management related record keeping for health and safety or safeguarding (D)
- Experience and ability to develop training materials using on-line programmes including content (E)
- Experience and knowledge of on-line Learning Management Systems (E)
- Knowledge and experience of Moodle, SharePoint, Storyline, excel, Microsoft etc. The experience of using languages such as J-son would also be advantageous (E)
- Ability to build relationships, negotiate and influence (E)
- Ability to communicate with globally dispersed groups (D)
- Ability to network with CISV International, the International Office, and stakeholders in the region and other regions (E)
- Ability to see the big picture and understand CISV in the global context (E)
- Relevant qualifications or experience equivalent

Attitude:

- Service orientated/stakeholder focused (E)
- Understanding of volunteer support needs (D)
- Proactive and available (E)
- Supportive and patient (E)
- Challenge constructively and ask questions appropriately (D)
- Commitment to continuous improvement (D)
- Open to new cultures and cultural sensitivity (E)
- Commitment to diversity and inclusion, supporting a diverse workforce (E)
- Share the values of the organisation: friendship, inclusiveness, enthusiasm, engagement and cooperation (E)

HOURS AND LOCATION

Full time. CISV International is a volunteer-based global organisation so some work will need to be carried out in the evenings, on weekends and bank holidays although this is kept to an absolute minimum. Time will be given back in lieu if work during this time is undertaken.

The position will be home-based, and you must have the ability to have confidential uninterrupted meetings discussing sensitive topics. We are looking for candidates based in the UK or within a two-hour time zone of the UK. Some regional and international travel may be needed and you must be willing to have in-person meetings as necessary.

SALARY AND BENEFITS

The salary will be £25,000-£27,000 depending upon qualifications and experience. Non-contributory pension plan (percentage depending on location) 23 days annual leave and statutory Bank Holidays (pro-rata). Some health benefits.

We value diversity and promote equality. We encourage and welcome applications from all sections of society and are happy to discuss reasonable adjustments and/or additional arrangements as required to support your application.

START DATE

ASAP

HOW TO APPLY

Send in your CV **and** a covering letter (maximum 2 pages of A4) explaining why you are applying for this role and how you have the skills and experience outlined above to recruitment@cisv.org.

