

Job Description

- Job Title:** Safeguarding Administrator – Service Delivery
- Hours of Work:** Full-time, 35 hours per week, including some evenings and weekends.
- Reporting to:** Diocesan Safeguarding Adviser
- Normal Place of Work:** Church House, Daresbury Park, Warrington, WA4 4GE with up to 40% hybrid working. Some travel around the diocese will be needed.
- Remuneration:** £24,780 - £25,415, depending upon skills and experience

Job profile

The role supports the Safeguarding Service Delivery Manager in the delivery of training, safeguarding dashboard delivery and developing Parish Safeguarding Officers support network.

There will be a requirement to travel to support training events in the diocese. These events may be at weekend or evenings.

Duties and key responsibilities:

General

1. To process correspondence arriving in respect of the Safeguarding Service Delivery Manager in a timely manner. To take action where necessary, producing draft replies, standard replies and holding letters as necessary.
2. To use own initiative in generating communications to stakeholders following the agreed process for each.
3. Respond to service delivery support queries, signposting to relevant resources and documents.
4. To use own initiative in responding to telephone and e-mail enquiries – providing information, using judgement in directing calls and e-mails and ensuring that appropriate information is brought to the attention of the Safeguarding Service Delivery Manager.
5. To be responsible for any general administration duties within the Safeguarding Team.
6. To ensure Records are maintained in compliance with the General Data Protection Regulations

Training

1. Oversee the administration of safeguarding training, including the advertising of training events via the website and eBulletin, registering delegates for training, ensuring workbooks are completed and returned to the course trainer in a timely manner, and the issuing of certificates post-completion.
2. The preparation of training materials for training sessions.
3. Collaborate with Safeguarding Service Delivery Manager to oversee the maintenance of a calendar and schedule of clergy training certification.
4. Respond to requests from the Bishop's Chaplain / Archdeacons office for clergy training information in a timely fashion.
5. Maintain / update the Contact Management System (CMS) database for safeguarding training courses completed in the Diocese.
6. Collaborate with Communications Department and Safeguarding Team/ Safeguarding Service Delivery Manager to ensure the Diocesan Safeguarding web pages are up to date.
7. Provide guidance and support to clergy and church officers regarding their safeguarding training needs.
8. Respond to general parish support queries, signposting to relevant resources and documents.
9. Maintain responsibility for safe storage and hire / return of safeguarding external training delivery kit.
10. Support the delivery of training events and bespoke learning opportunities (including hospitality) in collaboration with the Safeguarding Team and Safeguarding Service Delivery Manager.

Dashboards and other technology platforms

1. Delivery programme, ensuring that it is up to date and delivered according to agreed timescales.
2. Collaborate with Communications Department and Safeguarding Team/ Safeguarding Service Delivery Manager to ensure the Diocesan Dashboard and associated technology modules delivery programme is communicated.
3. Provide guidance and support to clergy and church officers regarding technology implementation.
4. Respond to general parish support queries regarding dashboards and other technology platforms.

Parish Safeguarding Officers (PSO) Networks

1. To assist the Safeguarding Team/ Safeguarding Service Delivery Manager in providing support to the Parish Safeguarding Officers.
2. Oversee the administration of PSO networks, including the advertising of events via the website and eBulletin and facilitating Support Group Network meetings as appropriate.
3. Collaborate with the Diocese Office Manager to ensure the CMS Database of PSOs is maintained / updated.

This job description does not form part of your Contract of Employment.

March 2024