

## Job Description

<b>Job title:</b>	Safeguarding Manager
<b>Department:</b>	Compliance & Assurance
<b>Reporting to:</b>	Head of Compliance, Risk & Governance
<b>Salary:</b>	£46,022 per annum
<b>Hours:</b>	35 per week
<b>Location:</b>	Based in London. Working from home is an option in line with Crisis' hybrid working policy (at least one day a week in the London office). Occasional travel to locations around the UK may be required.
<b>Contract type:</b>	Permanent

### Aim and influence

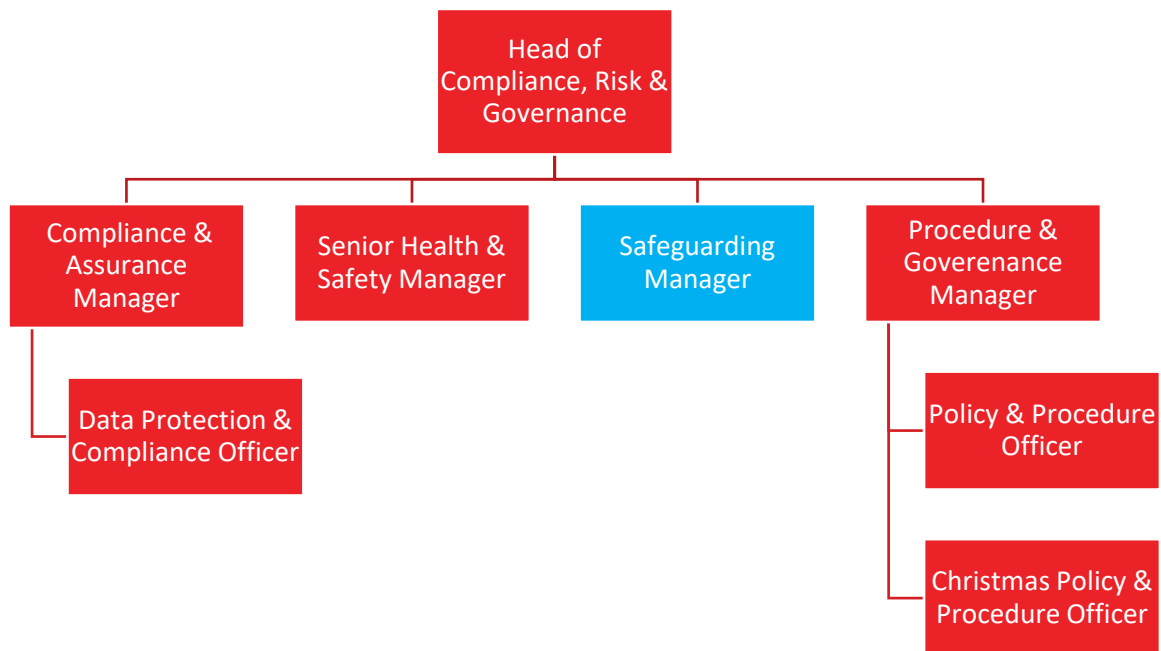
- Acting as the safeguarding specialist for Crisis, overseeing all aspects of safeguarding practice and actively promoting a culture of safeguarding across the whole charity.
- The role will span across the whole organisation, working to develop robust organisational safeguarding practices for responding, reporting, documenting, and learning from.
- Ensuring that Crisis' safeguarding practices remain compliant while continually striving for best practice in preventing harm and risk of abuse for all.

### Reporting and key relationships

- Line managed by the Head of Compliance, Risk & Governance
- Works closely with:
  - Senior Compliance and Assurance Manager
  - Senior Planning, Reporting & Risk Manager
  - Client Services Directors of Operations and the Procedure & Governance Team
  - Learning and Organisational Development
  - Health and Safety Manager
  - Wellbeing Manager

- People Team
- Other directorate teams and leaders.

### Organisational chart



*Please note structure is subject to change.*

### Job responsibilities

- Provide advice and guidance to all areas of Crisis on safeguarding practice, aligned to relevant statutory / regulatory requirements.
- Maintain and develop an external community of relevant safeguarding leads to share best practice and influence a likeminded approach across the sector.
- Contribute to a positive safeguarding culture of continuous learning and not blame, championing best practice.
- Develop and implement Crisis' Safeguarding Plan across the organisation, ensuring a comprehensive framework is in place.
- Support managers to ensure consistent application across the organisation.
- Provide an advisory service for colleagues, acting as an escalation route.
- Work with the Contract and Procurement team for contracts with safeguarding implications.
- Maintain effective relationships with channel owners where safeguarding information is recorded such as MAPS and the IMS.

- Establish the Safeguarding Panel and work collaboratively to reduce identified risks by developing and delivering the safeguarding plan as a continuation of the rapid review project group outcome.
- Lead and support internal and external review processes, ensuring that lessons learned are embedded into future practices.
- Lead on lessons learnt processes, effectively working with relevant stakeholders.
- Act as the main contact for cases involving the Coroner's Office.

### Monitoring & Reporting

- Identify and escalate significant regulatory issues to the Head of Compliance, Risk & Governance.
- Contribute to organisational reports, ensuring safeguarding oversight (including training) at Senior Leadership and Trustee levels.
- Analyse safeguarding data to ensure trends are reported to inform learning, staff wellbeing and organisational focus.

### Training & Development

- Work in partnership with Learning & Organisational Development to implement a programme of safeguarding training.
- Work with Learning & Organisational Development and the People Team for oversight of training completion and proactively tackle non-compliance in partnership with managers.
- Lead the development, review and implementation of safeguarding policies and procedures.
- Support managers across the organisation to enhance safeguarding awareness and responsibilities.

### General responsibilities

- Actively encourage and support member involvement within Crisis.
- Develop an understanding of homelessness and Crisis' aims.
- Follow Crisis policies and procedures, including health and safety.
- Carry out other reasonable duties that may be required.

## Person Specification

### Essential

1. Experience of working in a safeguarding role with the ability to advise on complex safeguarding issues in line with UK safeguarding legislation and standards of best practice.
2. Experience of effectively supporting robust safeguarding processes across different directorates.
3. Experience of policy development and effective implementation.
4. Excellent communication and collaborations skills with the ability to work with colleagues to devise pragmatic and creative solutions.
5. Excellent organisational skills and follow-through with strong judgment, confident to make recommendations and the ability to engender trust.
6. Skilled in use of Outlook, Microsoft Teams, and Office 365 (PowerPoint, Excel, Word), and SharePoint.
7. Confident producing clear, informative, engaging, and accessible reports.
8. Commitment to Crisis' purpose and values including equality and social inclusion.

### Desirable

1. Recognised qualification in safeguarding or social work.
2. Third sector experience in a medium to large charity.

*We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.*

## Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

**The person specification requires a qualification or experience that I do not have. Is it still worth me applying?**

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification

points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

### Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

### What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team [jobs@crisis.org.uk](mailto:jobs@crisis.org.uk) It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

### Does Crisis use Artificial Intelligence (AI) technology for shortlisting?

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.

### Can I use Artificial Intelligence (AI) technology for my application?

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.

### How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviors, knowledge and experience. Shortlisting is mostly based on the information you provide in the assessment form section. A strong application will also be in line with the **Crisis Values** that you can find on our website.

**Please note!** If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

### How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

### If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

### Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

### Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

### I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

## Crisis Jobs Online

### I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

### I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this, and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

### Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team [jobs@crisis.org.uk](mailto:jobs@crisis.org.uk) for support.