



Job Description

This job description serves to illustrate the type and scope of what is required for the above post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or the level of responsibility entailed.

Section 1 - Job Details

Job title	Safeguarding Officer
Directorate area	Services and Support
Department/Team (if applicable)	Services Team
Reports to	Safeguarding Lead
Direct reports	No formal direct reports, but the main point of contact for all internal safeguarding responders
Job Location	Office based in London, Cardiff, Edinburgh or Belfast with flexibility to work remotely
Contracted hours are agreed locally with line managers.	

Section 2 - Job Purpose

As a Safeguarding Officer at the MS Society, you will manage day-to-day safeguarding concerns, including reviewing reports, making external referrals and working alongside Safeguarding Support Responders as appropriate, as well as coordinating organisational wide safeguarding activities.

Section 3 - Key Responsibilities/Accountabilities

	Responsibility/ Activity
1	To be lead safeguarding responder for all reported safeguarding concerns and support the wider safeguarding responder team to manage and record safeguarding concerns within a suitable timeframe.
2	Ccoordinate safeguarding responder rota to maintain sufficient cover. The role has no formal direct reports but is the main point of contact for all internal safeguarding responders.
3	To support the embedding of a person-centred safeguarding culture and deliver best practice across the Society using MS community research, coproduction, MS Society policies and procedures, and relevant legislation and guidance.
4	Work effectively as part of a team developing and maintaining effective working relationships and safeguarding culture across the department, directorate and organisation as a whole, contributing to the services business plan implementation.
5	Attend and support the effective running of safeguarding activities including, but not limited to, the quarterly Safeguarding Oversight Group (SOG) meetings, quarterly Safeguarding Support and Training forums, safeguarding statistics and reporting.
6	Support the delivery of safeguarding workshops to Directorate teams, Support Volunteer and Group Coordinator forums and the wider Local Area Network Groups.
7	Support the Safeguarding Lead and Safeguarding Oversight Group to devise and implement Safeguarding and Safer Recruitment Policies, procedures and practice to effectively embed a resilient safeguarding culture across the Society.
8	Deliver compliance with our governance policies and procedures, contributing to a positive working environment in which equality and diversity are valued and members of staff are enabled to do their best.

Section 4 – Dimension of the role

Resources	Responsible for the proper use and safekeeping of IT assets within scope of role
Staff/Volunteers	Safeguarding Oversight Group members, Safeguarding Responder group members, Lead Support and Support volunteers and Group Coordinator volunteers
Budget	None
Key relationships	Internal The post holder works closely with Safeguarding Support Responders, Helpline officers and volunteers, Services staff, Support Volunteers along with staff across Corporate Services, Engagement and Income Generation, and Research and External Affairs, Wales, Northern Ireland and Scotland offices. External

	The post holder works closely with External safeguarding agencies, NHS, Police, Local authorities and beneficiaries as needed.
ISO	Responsibility for undertaking relevant actions and responsibilities according to the role assigned within ISO

Section 5 – Key deliverables

	Measures of success
1	Safeguarding concerns responded to, recorded and referred within organisational timeframes.
2	Safeguarding Oversight Group, Safeguarding Support and Training forums held. Directorate teams, Support Volunteer and Group Coordinator forums delivered.
3	Qualitative feedback from Coproduction and Community research.

Section 6 - Competencies

Competency	Level required (see below)	B	E	A	T
Fosters co-production	2		X		X
Open to change and innovation	2	X		X	
Sound decisions	3		X	X	
Collaborative working	2				X
Effective communication	2			X	X
Outcome focussed	2	X			X
Inclusivity	3				X
Accountability	3	X	X	X	X
Tech savvy	2	X		X	

Level	
5	Strategic – Wide advanced knowledge of organizational policies, practices and procedures across the organization or detailed theoretical, practical and procedural knowledge of a specialized area. Provides expert knowledge and insight on a range of subjects and/or groups relevant to MS and represents the MS Society externally. Translates vision, strategic aims and direction in clear terms that people can relate to and action. Makes significant and influential decisions and facilitates appropriate resources.
4	Expert/ Recognised authority – Demonstrates expert knowledge and relevant and appropriate professional leadership and influence. Colleagues consistently perform a task or activity to higher levels having an intuitive grasp of what is required to be delivered, how it impacts across other areas of activity and how it may be improved for the benefits of the MS Society. Colleagues have an in-depth understanding and focus upon building expertise; they are the go-to person and have a reputation for being knowledgeable in this area and are able to apply their existing skills and knowledge to new or emerging challenges. Has responsibility for managing significant resource (people, budget etc.) associated with the function/activity.
3	Complex - Roles with or without line management responsibility where they are required to use knowledge gained through experience, professional or technical qualification on complex information or raw data for typically non-routine problems upon which own judgment needs to be applied without further instruction or guidance to work with others to overcome obstacles and deliver outcomes across teams/department.
2	Enhanced - Roles with or without line management responsibility but accountable for casework/ face to face service provision/ internal/external process and or people (including volunteers) e.g. first line managers of people or process. Colleagues have knowledge of requirements of a team/function, contribute to building and maintaining successful internal and external relationships and collaborate to deliver effective outcomes. Colleagues use knowledge and understanding to organise and/or manage work, tasks and processes, can solve routine issues and contribute to the development of new practices and procedures.

1	<p>Foundation – roles make an individual contribution to the MS Society with no process or line management responsibility. Colleagues have a fundamental knowledge and understanding of what is required to carry out the role and how it connects to other roles and activities. Understand what is required to be carried out and has the competence and skills to carry out the activities.</p>
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Section 7 - Learning & Development requirements

Foundation (mandatory)	Safeguarding training or qualification within either Criminal Justice, Social Care, Local Authority or Health Service sectors.
Additional internal learning or courses required for role	
Other professional training or qualification required	

Section 8 - Person specification (knowledge, experience, skills and attributes needed for the Job)

Requirement	Essential	Desirable	Tested*
Knowledge of safeguarding, guidance, and practice within the Charity sector.	X		A,I,T,P
Knowledge of embedding safeguarding culture, or other organisational wide change, working effectively with cross-organisational teams.	X		A,I
Demonstrable safeguarding training, including multi-agency working.	X		A,I
Experience of working in a safeguarding role, ideally including support to customers and service users, who may be at risk of harm, in person, on the telephone and online.	X		A,I
Awareness of the specific needs of adults with health conditions or impairments and children who have been or are at risk of abuse, exploitation and neglect.		X	I
Experience of safeguarding multi agency working with Criminal Justice, Social Care, Local Authority or Health Service professionals.	X		A,I
Proficient administrative and IT skills, with the ability to work accurately and consistently.	X		I,P
Excellent written and verbal communication skills, with the ability to communicate effectively with adults with health conditions or impairments, and children in challenging situations	X		A,I,P

*Tested – A (application), I (interview), T (test or Assessment), P (through performance reviews including probation, 1:1's and PDR)

Section 9 – Additional Information and Requirements

Confidentiality	Ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation and requirements.
Equality, diversity and inclusion	<p>Ensure all duties are carried out in a manner which promotes the MS Society's equality, diversity and inclusion policies and practices.</p> <p>As a charity whose primary focus is to support and improve outcomes for those with a disability, we expect all colleagues to be curious and innovative in identifying and removing any barriers experienced by those with disabilities whilst working with us.</p>
Health & safety	Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.
Safeguarding	MS Society are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Background checks and Disclosed Barring Service checks will be required for this role.
Digital, data and Technology	Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, the MS Society intranet, human resource and finance systems, case management system software and other bespoke MS Society software and applications.
Key contacts and relationships	<p>Internal The post holder works closely with Safeguarding Support Responders, Helpline officers and volunteers, Services staff, Support Volunteers along with staff across Corporate Services, Engagement and Income Generation, and Research and External Affairs, Wales, Northern Ireland and Scotland offices.</p> <p>External The post holder works closely with External safeguarding agencies, NHS, Police, Local authorities.</p>
Unusual specific physical or mental demands associated with the role	None
Travel requirements	Prepared to travel to meetings across the UK and be away from home overnight, as the job reasonably demands.

Unsocial hours	Provide urgent on call support to services team taking calls on the helpline between 17:00 - 19:00 (an average of once a week).
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Last updated 30/09/2024