

# Safeguarding Support Officer

## Job Specification

Date created: November 2024

### JOB DESCRIPTION

Employment status:	Fixed term for six months, full time (part time considered)
Hours:	Full time hours at UCEM are 35 per week, Monday to Friday 9.00 a.m. to 5.00 p.m. We can consider part time however we require a minimum of 28 hours per week, worked across four days
Location flexibility:	The place of work for this role is <b>Remote</b> , spending your total working time at home, which must be within the UK  Please note the following: <ul style="list-style-type: none"><li>• Working at home is only possible if your environment meets certain conditions – see the <b>Attachment</b> to this Job Specification document – and if not, you need to work at Horizons</li><li>• You may, on occasions, be asked to attend the Horizons office to attend business-critical meetings or training events</li><li>• If you do not wish to work remotely, you may work in the Reading office</li></ul>
Department:	Student and Registry Services
Line manager:	Safeguarding and Welfare Manager

### Role summary

The Disability and Welfare team provide information, advice, and guidance to all students to ensure they are safe and well supported throughout their studies. Due to a busy workload, we need additional temporary support to help manage the student caseload and support the team and you must be able to hit the ground running.

Using your prior experience, you will help meet the needs of students on a range of study, personal, and welfare issues. This includes delivering effective and timely interventions and working collaboratively to champion student wellbeing. You will provide information, advice, and guidance to students as well as develop and deliver initiatives and training for staff and students. You will also be involved in monitoring the effectiveness of interventions made by the wider Safeguarding Team.

Your work will require you to build rapport with students in the online world and navigate complex situations in a calm and professional manner. Working with your immediate colleagues and colleagues across UCEM, you will ensure the best outcomes for our students.

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## Role accountabilities and responsibilities

Given the temporary nature of this role and the need to get involved quickly, your work tasks will be prioritised by your line manager. However, they will include any of the following – perhaps some more than others depending on student needs:

- Monitor the Safeguarding email inbox, assessing cases to determine if they require welfare or an escalated Safeguarding response.
- Monitor student queries and cases, ensuring responses are conducted in a timely manner.
- Support student facing staff to deliver low risk welfare interventions.
- Make decisions in Safeguarding Cases and follow cases through to conclusion with support of the Designated Safeguarding Lead.
- Provide high quality information, advice, and guidance on a variety of student issues.
- Provide administrative support for UCEM's SilverCloud provision and take the lead in guiding students through the supported pathway.
- Take minutes at monthly Safeguarding meetings, ensuring actions are recorded and disseminated.
- Make decisions in Safeguarding cases and follow cases through to conclusion with support of the Designated Safeguarding Lead.
- Support the promotion of pastoral care across UCEM programmes (ensuring appropriate signposting of students to utilise additional student specialist services where appropriate).
- Educate and update relevant parties including students/staff/employers on issues relating to Safeguarding, Prevent and welfare.
- Provide the main administrative support and monitoring for the Fitness to Study process.
- Keep thorough, accurate and up-to-date records in relation to the support required and provided, ensuring compliance with data protection legislation.
- Support the Disability and Welfare team with other tasks, as and when needed.
- Deliver excellent customer service in all aspects of the role and contribute to a student-centred specialist advice and guidance service.

Line management responsibility:	NO
Budget responsibility:	NO
<p><u>In this role you will liaise with:</u></p> <p>Students, Safeguarding and Welfare Manager, Disability Support Team, Safeguarding Team, Apprenticeship Team, Digital Education, Finance Team, Admissions Team, Lecturers, Academic Support and Enhancement Team and other UCEM staff</p>	

## PERSON SPECIFICATION

Assessment Criteria: A = Application I = Interview T = Test

X denotes both essential and desirable requirements plus how these will be assessed

Qualifications and training	Essential	Desirable	A	I	T
GCSE Maths and English Language Grade C or 4 or above	X		X		
Degree level qualification		X	X		
Designated Safeguarding Qualification/training		X	X		
Evidence of CPD relating to Safeguarding, Prevent, or Student Welfare		X	X	X	

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*Please be aware that as part of onboarding processes, we will seek original documentary evidence of the relevant academic and/or professional qualifications which you include within your job application*

Previous experience	Essential	Desirable	A	I	T
Working in Safeguarding in FE/HE or other similar or appropriate setting	X		X	X	
Relevant experience of paid/voluntary work delivering pastoral student support with the aim of helping students succeed	X		X	X	
Maintenance of safeguarding records to required standards including knowledge of legislation relating to data protection	X		X		
Working with external partners, such as social services, to deliver safeguarding interventions		X	X		
Delivering pastoral support online		X	X	X	
Designing and delivering training		X	X	X	
Working with external support agencies		X	X	X	
Experience within the higher education sector		X	X	X	
Working with people with disabilities or learning difficulties		X	X	X	
Skills, knowledge, and aptitudes	Essential	Desirable	A	I	T
Experience and understanding of the HE institutions responsibilities under the Prevent Duty		X	X	X	
Digital skills: We use MS Office which includes Teams, Outlook, Word, Excel, and PowerPoint	X		X	X	
Ability to manage difficult situations sensitively and in a timely manner	X		X		
Interpersonal skills with the ability to communicate with people with a wide range of needs	X		X	X	
Ability to adapt quickly to changing pressures and demands whilst maintaining accuracy	X		X		
Ability to think independently and problem solve	X		X	X	
Knowledge of current legislation relating to Safeguarding and Prevent	X		X	X	
Ability to build relationships with remotely based students and internal staff		X	X	X	
Knowledge of current legislation relating to data protection	X		X	X	

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Other requirements or special requirements	Essential	Desirable	A	I	T
Alignment to the UCEM core values of Passion, Integrity, Excellence and Support; all employees are expected to demonstrate our values at work: <a href="https://www.ucem.ac.uk/core-values/">https://www.ucem.ac.uk/core-values/</a>	X			X	
Commitment to delivering positive outcomes for our students; we want our students to be successful	X			X	
You must be prepared to undertake compulsory online training should you be appointed; this includes Data Protection, Health & Safety, Safeguarding, Prevent, EDI, and Anti-bullying, Harassment and Sexual Misconduct	X			X	

## PAY & BENEFITS

- Salary to be discussed; given we require prior experience to hit the ground running we will consider a salary in the region of £28-35,000 per annum Full Time Equivalent (it will be pro rata for part time).
- 26 days paid holiday (rising to 28 with service) plus paid bank/public holidays plus up to 5 paid closure days (typically between Christmas and New Year); all per holiday year Full Time Equivalent. Our holiday year runs from 1 August to 31 July. We also have a holiday buy and sell scheme in place. Sometimes UCEM does not need to close for 5 days per year and any balance, for example 1 day, can be used as a paid Wellbeing Day to take time out for your own physical or mental health.
- Pensions auto-enrolment to the People's Pension salary exchange scheme (the term we use for salary sacrifice). You may opt out of salary exchange but remain in the scheme, or you may choose to opt out altogether.
- Policies in place for all types of family-friendly statutory leave with enhanced pay available from day one of employment (in addition to statutory pay, where applicable).
- Wellbeing support and full access to the Employee Assistance Programme, as well as Thrive Mental Wellbeing App. Several UCEM employees are trained Mental Health First Aiders and can support staff.
- For Horizons based roles, we may in the future be able to offer parking on site however you must not assume this will be possible. Every now and then we may have a spare parking space become available and you can ask to join the waiting list. UCEM is keen wherever possible, to encourage staff to commute as sustainably as possible.
- Cycle to Work and Electric Vehicle salary sacrifice schemes and access to Tax-Free Childcare (Government scheme).
- Life assurance cover.
- Employer-funded Health Cash Plan (Simplyhealth) and voluntary dental insurance (Unum).
- Charity giving options available including one voluntary paid day, per annum.
- As a UCEM employee you will have access to Microsoft Office 365 applications for personal use. You will also have access to range of lifestyle discounts (savings on everyday purchases) and access to two learning platforms.

*On the Join the team page of our website, you will find the full list of employee benefits at UCEM*

## APPLICATION PROCESS

**IMPORTANT!** All job applications must be sent to [recruitment@ucem.ac.uk](mailto:recruitment@ucem.ac.uk) and if you apply via a jobs board, please make sure you have sent all required documents otherwise we will be unable to consider your application. In addition, if you apply for this job on the recommendation of an existing UCEM employee, please make sure to mention their name within your application.

To apply for this role, please send the following to [recruitment@ucem.ac.uk](mailto:recruitment@ucem.ac.uk) (you will receive an auto-response):

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1. Your up-to-date CV;
2. A covering letter or email message outlining your suitability\* for the role with a clear indication of whether you are seeking full or part time; AND
3. A completed **Recruitment Check Form** which is available from the *Current vacancies* page of our website.

The above items constitute a complete job application. \*We hope you take time to consider the UCEM values when you prepare your job application. You may also wish to consult our vision and strategy document: <https://www.ucem.ac.uk/our-vision/>

We are committed to driving forward our sustainability agenda to secure a sustainable future and our long-term ambition is to be the world's most sustainable university. We recommend you visit our website to find out more about our sustainability strategy: <https://www.ucem.ac.uk/sustainability/>

**INTERNAL EMPLOYEES ONLY:** If you are an existing UCEM employee, we request you inform your current line manager of your intention to apply for this role. As this is a fixed term role, if you were (in the future) to be offered and accept this role, it would mean relinquishing your contractual permanent employment status with UCEM. Following the expiry of the fixed term period, your employment with UCEM would cease, unless an alternative role is secured. If instead you would like to apply for this role on the basis of it being a secondment (i.e. not relinquishing your permanent status), please discuss this with your current line manager. Only your line manager can consider and agree to a secondment because this impacts the resourcing in your current team. Please contact HR if you or your line manager need to discuss this further.

**NO AGENCIES:** We are not using agencies for this vacancy, and we cannot accept any CV submissions. Please do not contact us as we can only repeat this message.

## Informal discussion

If you are unsure whether to apply, perhaps because you do not meet all essential criteria, we encourage you to call the hiring manager to discuss this further (details below). If you are excited by this vacancy do not rule yourself out; it still might be worth applying.

For an informal discussion about the role please contact Libby Baker on 0118 467 2329 or email [l.baker@ucem.ac.uk](mailto:l.baker@ucem.ac.uk) For any other enquiries please contact HR on 0118 467 2454 / 2433 or email [recruitment@ucem.ac.uk](mailto:recruitment@ucem.ac.uk)

## Closing date and next steps

Monday 9 December 2024 at noon however we will be reviewing applications as they arrive, and you may be invited to interview prior to the closing date.

## Interview details

Dates and details for interview will be advised to you later in the process however we intend to complete interviews and make an offer, prior to the Christmas break. **Please indicate on your Recruitment Check Form any dates you cannot make up to and including Friday 20 December 2024.** This helps us to plan interviews should you be shortlisted, prior to contacting you. Interviews may take place online, in person, or a combination.

## Equality, diversity, and inclusion

Here at UCEM we champion equality, diversity, and inclusion in our workforce. We celebrate diversity and the strengths it brings to our staff body, our student community and our Board of Trustees, recognising that people are key to our success. Our aim is to attract, develop and retain a diverse workforce, therefore we welcome and encourage applications from all backgrounds.

## Pre-employment checks

UCEM undertakes thorough pre-employment screening as part of its recruitment process. Given we have contracts with Government offices, we make sure our checks comply with the Baseline Personnel Security Standard (BPSS). Checks will include identity, right to work, basic disclosure criminal record check, and three years of employment history.

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## Attachment – homeworking environment

UCEM is a **flexible employer** and flexibility is built into different places of work location. As such, it is reasonable to ask employees to adhere to some **general principles and ways of working**, in order to make sure flexibility offers value to everyone, including UCEM.

In addition, if all or part of your working week involves working at home, your home environment must meet certain conditions. Otherwise you will be required to work in the office at Horizons.

### General principles

- All employees regardless of place of work will be required to take an online Display Screen Equipment (DSE) assessment and repeat this at such intervals as may be instructed by the Facilities Management Team. The purpose of this is to look after your health and safety at work.
- All employees must adhere to UCEM IT Security and Data Protection policies in their place of work.
- All employees will be expected to be accessible to colleagues during their normal working hours and ensure their Outlook Calendars reflect the accurate place of work.
- All line managers will be expected to be accessible to their team and will be responsible for ensuring the performance of their team.

### Remote (Home) requirements and conditions

- Where your place of work involves working at home, you must have suitable conditions in which to work.
- As a minimum, your UK home location must be able to accommodate the UCEM technology and equipment. What this means in practice is that you must have sufficient space in which to house the technology and equipment safely and securely.
- In all cases, UCEM technology and equipment can only be handled and used by you, the employee. It must not be accessible to any other household member, at any time.
- When you are working remotely as part of the DSE assessment, you will be required to provide evidence that your working environment meets DSE requirements, such as providing a photo of your workstation setup.
- You must also provide a secure and reliable internet connection which allows you to work as effectively as if you were in Horizons, **including undertaking video and audio calls and connecting permanently to the VPN.**
- In the case of known broadband outage you should plan to work at Horizons or elsewhere – noting that elsewhere must still meet the place of work requirements. Should you be unable to do either of these options, you will be required to take holiday. In the event of unexpected outage, you should discuss with your line manager whether you need to find an alternative place of work or take holiday.
- For the avoidance of doubt, the provision of the required broadband, will be self-funded.
- It is expected that you will house technology and equipment at a suitable work desk, which gives you the space needed to work safely and confidentially. This space in your home must be away from other household users, such as space in a room which is not frequented by other household members.
- Your work environment must remain professional at all times. This means you must be able to work remotely without interruption from household members and noise, and your surroundings should mirror what an office environment would look like (clean/tidy, free of clutter and distractions).
- It is not appropriate to work from a sofa or other location which is not in keeping with presenting a professional work environment. Opting to use the blurring function on Teams/Zoom is not an acceptable workaround.
- If you do not have space to accommodate these requirements or your circumstances change, you are not permitted to work at any location other than Horizons.