



Department:	Club Doncaster
Job Title:	Safeguarding & Welfare Support Officer
Salary:	Competitive
Contract type:	permanent
Hours:	There are no standard hours of work for this role but the minimum contracted number would be 16-20 hours per week over the course of the operation of the business, when deemed necessary. The candidate will be required to have a flexible approach to working hours and such hours as necessary for the full and proper performance of the role taking into consideration the nature of the Club's business. Core hours will generally be expected to be fulfilled over the course of Thursday, Sunday am & Wednesdays
Responsible to:	Head of People & Culture
Location:	The primary base will be the Keepmoat Stadium, Stadium Way, DN4 5JW

Purpose of the post:

To support with the effective day-to-day operations of the People & Culture department, taking responsibility for high standards of administration and support to the Head of People & Culture.

The person will be a key member of all areas of safeguarding, particularly supporting all elite football programmes (male & female) during events, such as the Sunday Market, and elite match days.

The role will require the individual to act as a liaison between internal departments and external parties such as employees, workers, players & parents tenants, to ensure that the People & Culture department is able to best support all stakeholders across the Club Doncaster organisation.

Key Duties and Responsibilities:

- Support and be a key role model in the undertaking of high level and good practice in relation to Safeguarding & welfare with all Club Doncaster activities.
- Work with departments to ensure that policies are followed and safeguarding risk assessments are completed prior to events.
- Support the Club Doncaster DBS process working with the Head of People & Culture and departmental managers to ensure that the recruitment process has followed all designated checks, including references & DBS.
- Support the Host Family scheme by undertaking monitoring visits and be the first point of communication.
- Be an active presence during U16 events, including Academy Sunday programmes.
- Support all persons with initial low-level concerns.
- Develop effective relationships with suppliers, internal and external colleagues in order to meet the aims and objectives of the company.
- Be a named super user for the My Concern platform, and encourage its usage for reporting events with all Club Doncaster departments.
- Undertake inductions for all new members of staff entering the company.
- Support with mass casual recruitment events.
- Undertake exit interviews for employees leaving the company, creating written records and suggesting improvements where appropriate.
- Manage personal workload, working both independently and collaboratively with a range of colleagues, to agreed deadlines.
- Ensure personnel files have all agreed information completed and stored accurately.
- Procure items as required by senior managers to agreed deadlines.
- Liaise to ensure payments and finance quote procedures are followed by accounts to suppliers and complete the appropriate paperwork
- Ensure all activities are carried out in line with appropriate procedures in accordance to safeguarding and health and safety
- Carry out duties in accordance with all relevant company policies
- Act at all times with utmost good faith to the Club and the Company
- Devote full attention and ability to fulfilment of the duties required by the role
- Other duties as reasonably requested by a member of the senior management staff.
- To work closely with partnership organisations, to maintain good relationships and collaborative working practices

- To work with colleagues throughout Club Doncaster to extend knowledge and skills in order to identify and develop best practice
- Deal with enquiries and general day-to-day liaison with customers, colleagues and partners
- Carry out general office duties including data recording, filing, photocopying, sending and receiving emails
- Ensure all policies and procedures are adhered to
- Active participation on continuing professional development and the appraisal process
- To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- To maintain the quality of service provision, regularly evaluating work and seeking to make improvements
- Present a professional image when dealing with both internal and external contacts and partners, acting in a professional manner at all times
- To be aware and comply with the Health and Safety at Work Act
- To carry out responsibilities with due regard to Equal Opportunities & Safeguarding policies and procedures.
- To cover as and when required at other departments within the Club Doncaster Group
- To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- Any other duties commensurate with the grade and falling within the scope of the post, as requested by the Head of People & Culture.

Club Doncaster Staff competencies:

Our Values

- We are professional in all we do
- We manage our business with respect and integrity
- Pride, passion and performance
- Open, honest brave
- Consistent innovation in all we do
- Energy, enthusiasm, humility
- Commercial in all we do
- Win-win relationships

Putting our clients first

- Demonstrates a thorough understanding of the services across Club Doncaster and how these relate to and are affected by the needs and objectives of the organisation
- Knows who the clients are, understands our clients' needs and works hard to ensure that these are met
- Develops positive relationships with clients, handling dissatisfied or awkward clients effectively
- View the resolution of clients' problems as an opportunity to retain and secure future business
- Ensures all clients are dealt with in a proficient and friendly manner, with respect and integrity at all times

Getting things done

- Performs all assigned tasks and procedures efficiently and in a timely manner
- Takes personal responsibility for own actions and decisions and displays a sense of energy and commitment to achieve results that stimulate others to succeed
- Works hard to reach or exceed personal targets and section goals and can take responsibility for several different tasks at a time
- Accepts responsibility for problems that occur and retains ownership until they are resolved, either personally or by someone else
- Manages own time and resource effectively, with appropriate planning and prioritising in advance to improve efficiency
- Uses initiative to act without constantly referring to others and perseveres with repetitive and mundane tasks

Flexibility

- Accepts doing things differently to improve efficiency and reacts positively to changing objectives, priorities and workloads
- Willingly takes on extra responsibility and, where necessary, will work additional or irregular hours to meet the needs of the organisation
- Put forward suggestions and ideas about new and better ways of doing things
- Learns rapidly, adjusting to new situations as they occur
- Demonstrates a commitment to deliver a high quality service at all times

Communication skills

- Communicates effectively and confidently in individual and group situations, contributing and asking questions where appropriate
- Listen to and respects other people's views and opinions
- Any written work required by the role is clear, accurate and to the point
- Presents facts and ideas in a concise and persuasive manner
- Ensures all written correspondence is fluent and structured, using appropriate style and language
- Uses the correct communication technique to suit the situation

Managing Self /Relationships

- Develops open and effective relationships with all colleagues
- Awareness of impact of own behaviour on others and is able to modify approach or style to achieve results
- Can discuss differences openly and without recrimination
- Share information and keeps all relevant parties informed
- Works to improve self by being pro-active in job function and in assessing training and development needs
- Keep difficulties in perspective and maintain performance and effectiveness in the face of conflicts, tight deadlines, excess workloads and unreasonable client/customer
- Aware of the goals and targets of Club Doncaster ensuring actions contribute towards achieving them

Important information

The above mentioned duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities, commensurate with the grading of the post, without changing the general character of the post.

Applicants must hold a full driving licence with access to a suitable vehicle and have in date MOT, Road tax and relevant insurance if they are intending to do business mileage for Club Doncaster. It is the employee's responsibility to ensure up to date documentation is provided to Club Doncaster.

Club Doncaster is committed to safeguarding and promoting the welfare of children and young people and expects all staff and employees to share this commitment. This role involves work with young people and is may be subject to Enhanced Criminal Records Bureau (CRB) checks. Clearance through The FA CRB system is required. As such this post is exempt for the Rehabilitation of Offenders Act (1974) and the applicant must disclose all previous convictions including spent convictions.

Personal Skills/Characteristics	Essential	Desirable	Method of Assessment (List Code Below)
Experience			
Proven experience within a similar safeguarding & welfare role	X		AF/I
Understanding of HR Processes	X		AF/I
Understanding of general high level administration	X	X	AF/I
Knowledge of Safeguarding & Child Protection procedures locally & in sport	X	X	AF/I
Organised way of working	X		AF/I
Excellent interpersonal skills	X		AF/I
Excellent communication skills	X		AF/I
Understands the importance of confidentiality	X		AF/I
Experience of working for a large multipurpose venue	X		AF/I
Experience of working within the professional sport clubs sector	X		AF/
Qualifications and training			
At least one nationally recognised level 3 qualification	X		AF/CR
Level 4 qualification		X	AF/CR
Special skills and knowledge			
An understanding of and a commitment to equal opportunities issues both in the workplace and the wider community	X		AF/I
LEVEL 3 Safeguarding qualification	X		AF/I
Proficient in use of Microsoft Office systems e.g. Office, Excel, Access and PowerPoint or equivalent system	X		AF/I
Personal qualities			
Highly motivated and demonstrates initiative	X		I
Positive attitude with the ability to motivate and energise individuals and groups.	X		I
Excellent written and verbal communication skills.	X		AF/I
Ability to prioritise and meet deadlines	X		
Personal circumstances			
Ability and willingness to work outside normal hours, including evenings and weekends.	X		I
Ability to travel independently	X		I

Physical Requirements			
No serious health problem which is likely to impact upon the job performance; (that is, one that cannot be accommodated by reasonable adjustments)	X		AF/I/R
Good sickness / attendance record in current / previous employment, (not including any absences resulting from disability)	X		R

- * AF = Application Form
 I Interview
 R Reference
 CQ Certificate Qualification

The document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation. All employees may be required to undertake any other duties as may be reasonably required. Club Doncaster is an equal opportunities employer.