**Job Description: Head of Welfare and Safeguarding**

## **Job Title:** Head of Welfare and Safeguarding

## **Department:**  Finance and Business Operations

## **Reporting to:** Director of Finance and Business Operations

## **Direct reports:** Member Welfare Manager (National Lead Safeguarding Officer)

## **Location:** Lilleshall, Shropshire for at least 3 days/week

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## **Our values**

We have developed a set of values to guide how we operate. As one archery community:

* We value people for who they are and what they do
* We choose to work and learn together
* We strive for excellence
* We always act with integrity

## **Job purpose**

The Head of Welfare and Safeguarding is responsible for embedding our values, codes of conduct and supporting policies and procedures throughout Archery GB and our membership, using their influence to create a safe and positive environment for children and adults to participate in sport and physical activity.

The Head of Welfare and Safeguarding will contribute towards the organisation’s vision of enriching lives through archery, and the successful achievement of Archery GB’s strategic ambitions, which are:

* Membership Structure
* Empowering Workforce
* Diversity Throughout
* Archer Recruitment
* Digital First
* Pathway & Podium

**Key responsibilities**

* To provide leadership to the Welfare & Safeguarding Team
* To drive positive change around acceptable behaviours and embed a respectful and inclusive culture within the sport
* To provide a comprehensive, sensitive and effective complaint service across the organisation
* To support the National Lead Safeguarding Officer and team with meeting and exceeding our responsibilities regarding safeguarding matters, concerns, and case management

## **Key Activities**

### Complaint Management:

1. Lead the team to process the volume of unplanned and complex complaints that arise daily, ensuring they are correctly assessed, logged onto our system, risk assessed and prioritised, researched or allocated to relevant managers, monitored until concluded and then responded to in line with our complaints policy & procedures.
2. Develop the existing complaints policy & process making them more rigorous and robust to deal with current issues within a forever changing sport environment.
3. Work closely with the Case Management Panel on the handling and resolution of complaints relating to misconduct by members.
4. Work closely with all staff, clubs, counties regions & home nations to support the embedding of the code of conduct.
5. Work closely with all managers and clubs, counties & regions & home nations to ensure thorough investigation and satisfactory resolution of issues, including lower-level concerns.
6. To work with legal counsel where required on resolving complex complaints.
7. To generate insight about complaints using qualitative and quantitative analysis to enable senior managers to identify potential trends, themes and causes of complaints, wherever possible.

### Safeguarding and Child Protection:

1. Support the National Lead Safeguarding Officer in the management of safeguarding cases and the case management process.
2. To deputise in the absence of the National Lead Safeguarding Officer
3. Support the safeguarding team with the continued collaboration with NSPCC, CPSU and the Ann Craft Trust to ensure that high standards of Safeguarding within the sport are maintained.
4. Endeavour to maintain the Sport England highest RAG rating for Safeguarding and Child Protection in Sport.
5. Support and embed awareness and a positive attitude to safeguarding in the club, county, and regional structure of the sport.
6. Support the NLSO on providing the appropriate criminal records checks for our members, coaches and staff working in regulated activity.

## **Key relationships/interfaces**

The Head of Welfare & Safeguarding will work with:

• National Lead Safeguarding Officer (Member Welfare Manager)

• AGB Executive Leadership Team

• Independent Chair of the CMP and the Archery GB Case Management Panel

• Regional, County and Club Welfare Officers

• The NSPCC CPSU (Safeguarding Children)

• The Ann Craft Trust (Safeguarding Vulnerable Groups)

## **Key measures**

## Complaint Management

## Complaints handled in accordance with the complaints policy & procedures.

## Customer satisfaction RAG ratings

## Insight that shows a positive change in behaviours where root causes have been identified and corrective measures put in place.

## Sport England RAG rating for Safeguarding and Child Protection in Sport

## **Flexibility clause**

This is designed to be a full time position but we may consider possibility for part time working. The role is expected to be based at Lilleshall for at least 3 days per week – with other days based from home or office in line with individual needs.

The job holder is required to be flexible in their duties and may be required to undertake other duties and responsibilities as specified by Archery GB.

**Variation Clause**

This is a description of the job as it currently applies. This will be reviewed, in conjunction with the post holder, and updated or varied as appropriate. It is the practice of Archery GB to periodically review job descriptions, to update them and to ensure that they remain relevant to how the job is to be performed.

## **Last reviewed:** March 2024

# **Person specification**

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|  | **Essential** | **Desirable** |
| **Qualifications & Training** | * Educated to degree level or have significant experience working in a similar customer services environment
* Management Qualification or equivalent experience
* Evidence of continuing professional development
 | * Full UK Driving Licence
* Level 5 Management Qualification
* National Lead Officers “Time to Listen” Training
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| **Knowledge** | * Understand the principles of excellent customer service
* Demonstrate deep knowledge of complaint management and conflict resolution
* Good understanding of Safeguarding legislation
* Familiar with Equality legislation
* Knowledge of computer software packages including Microsoft office and Teams
 | * Familiar with Case Management
* Familiar with Sports Governance
* Understanding of the key principals of the Data Protection Act 1998/GDPR and their practical application in service delivery.
* Familiar with Globocol integrity software
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| **Experience** | * Proven experience in establishing and maintaining a complaints management process
* Experience in managing a proactive and responsive service
* Proven experience in analysing complex and sensitive information, assessing risk and advising appropriately
* Dispute resolution
* Line management
* Budget management
 | * Working with volunteers
* Sports/Membership Organisations
* Has experience of Lead Safeguarding Officer role
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| **Skills & Abilities** | 1. Ability to lead, motivate and develop staff and stakeholders in a safe and positive focused culture
2. Have the ability to manage complex and responsive services
3. Ability to communicate confidently and effectively to a wide range of colleagues, stakeholders and partners and maintain positive working relationships
4. Demonstrate tact, diplomacy, resilience, empathy, and assertiveness
5. Demonstrate excellent active listening skills
6. Able to interpret policy and legislation and make sound decisions regarding complex cases
 | * Attention to detail
* Problem solving skills, developing, and applying creative solutions to business issues
* Experience of delivering results through supporting teams outside of line management structure
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