

## Job Description

### Safeguarding Business Coordinator

**Job Title:** Safeguarding Business Coordinator

**Band:** 5

**Responsible to:** Deputy Designated Nurse for All Age Safeguarding

**Accountable to:** Designated Professional for Safeguarding.

#### 1. Job Summary

The post-holder will be an integral part and pivotal member of the ICB Safeguarding Team. They will be required to provide high quality business, personal secretarial and administration support for the Head of Safeguarding (All-Age) and wider ICB Safeguarding team

The post-holder will be working with highly sensitive and confidential information and will be required to adhere to information governance and confidentiality principles at all times. The post holder is likely to be handling/being exposed to sensitive and distressing information and may hear instances of adult and child abuse which may cause some distress. They will work closely with the Head of Safeguarding (All-Age) and Designated Nurses/Doctors and Professionals to achieve the priorities of the ICB and support the Safeguarding Health System.

They will be responsible for the collation of all relevant information, ensuring actions from meetings are completed on time and highlighting any gaps/potential risks for the ICB to the Head of Safeguarding. The post holder will support the team to enable them to deliver their responsibilities and will act, alongside the Business Support Administrator as the first contact point for the ICB Safeguarding team for all agencies and other health professionals. They will have access to, and manage, the Safeguarding Mailbox ensuring a timely response by the most appropriate member of the team. This may involve direct contact with a concerned professional or occasional member of the public requiring immediate or timely safeguarding adult or children signposting and response.

The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The post holder will carry out any other duties as may reasonably be required by their line manager.

The Job Description and Person Specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Organisation.



## **2. Key Working Relationships**

The Safeguarding Business Coordinator for All-Age Safeguarding will be part of the BNSSG ICB Nursing and Quality Directorate and will build key working relationships with other internal ICB directorates, for example performance and delivery, transformation, and primary care.

The role will also include liaising with a wide range of stakeholders within local health providers, Local Authorities, NHS England and NHS Improvement, the Care Quality Commission, other NHS organisations and other public service-related bodies and agencies.

This is not an exhaustive list and regular engagement will be required at senior level.

## **3. Functional Responsibilities**

The Safeguarding Business Administrator will:

- Provide an effective and professional service when liaising with colleagues, partners and the public using tact and diplomacy to encourage effective working when dealing with any communication difficulties.
- Have an extensive knowledge and understanding of a broad range of administrative and organisational policies and procedures acquired through training and experience.
- Manage the electronic diary for the Head of Safeguarding (All-Age) and Designated Nurses within the ICB Safeguarding Team arranging and changing appointments, balancing priorities and conflicting demands on time, prioritising these as appropriate. Drafting correspondence on behalf of the Associate Director of Integrated Safeguarding as required.
- Providing administrative support to the Head of Safeguarding and to all team members to support a range of department initiatives.
- Have Excellent knowledge of IT systems and software programmes such as Outlook, Word, Excel and PowerPoint.
- Work alongside projects leads within the Safeguarding Health System by providing coordination to support the monitoring progress of various workstreams.
- Manage the coordination of senior strategic level meetings as required; including the collation and dissemination of papers, taking of minutes and management of actions. The post holder will supervise and co-ordinate the administrative function of the designated doctors, designated nurses and safeguarding team members. This is a key role to ensure efficient and effective support to the team which includes preparing reports, contracts, providing high level coordination and support to projects and undertaking specific tasks.
- Triaging and screening the Team Safeguarding Mailbox ensuring timely responses to queries by the most appropriate team member
- Ensuring all urgent and/or confidential communications are received and distributed from/to relevant parties in a timely manner
- Designing and monitoring the use of the S Drive so that papers are saved down in a sensible and uniformed fashion
- Dealing with a range of complex enquiries affecting the safeguarding team.
- Ensuring Placement Notifications for out of county placements are forwarded to host ICB and all are added to spreadsheet / or managing CiC placement notifications in line with the agreed System protocol and guidance
- Coordinate updates for the Risk Register for safeguarding
- Maintain updated safeguarding information on Remedy by working with Named Nurse for Primary Care and Named GPs.
- Regularly review the safeguarding team work plan and update as required
- Design, send and keep a record of ICB Safeguarding newsletter

- Maintain a booking system and record of ICB funded safeguarding training completed across the ICB and Primary Care
- Detailed knowledge and experience in the management of business, secretarial and office procedure gained through training and experience.
- Extensive knowledge and understanding of a broad range of administrative and organisational policies and procedures acquired through training and experience.
  - Have excellent IT skills to be able to support team with the development of power point presentations, shared platforms and formatting of work undertaken. This is to include proof reading of documents and reports prior to publication to a high standard.
  - Monitor, collate and report on ICB compliance and performance against statutory and regulatory requirements relating to safeguarding, as well as related national, regional, and local performance measures.
  - Support the development of business plans to support the safeguarding system and its team in implementing service transformation and shared learning.
  - Maintain an efficient system to ensure appropriate background detail and papers are brought forward for consideration prior to attendance at all board and statutory meetings.  
Update Safeguarding Case Review Trackers- on NHS Digital for NHSE and spreadsheets internally with progress reports on recommendations from statutory safeguarding reviews.
  - Contribute to the development and implementation of operational policies and procedures.
  - Undertake other administrative tasks such as booking travel, printing and photocopying.
  - Undertake any other appropriate duties as identified by the Head of Safeguarding (All-Age)
  - Participate in relevant internal and external working groups/projects, services, and initiatives to provide, information and analytical advice to strategic leads under the direction of the Head of Safeguarding
  - Proven experience of working autonomously and without supervision, using own initiative, but with access to advice when necessary.
  - Display tact, diplomacy and confidentiality at all times, using persuasive and negotiating skills when necessary.
  - Undertake safeguarding and project administrative duties as required including processing of invoices.
  - Liaise directly with Finance and Human Resources in relation to corporate issues and managing the prompt payment of external trainers and presenters as required.
  - Ensure safeguarding/project filing is maintained in the agreed format ensuring that information is kept securely and is accessible to other members of the team.
  - Maintain administrative and information resources. Manage the support of personnel procedures including the recording of annual leave, recruitment and selection, study leave requests, recording sickness, high cost study requests and processing.
  - Carry out timely and accurate information analysis and reporting on agreed areas of portfolio and present findings in an agreed manner
  - Support the team in producing annual reports for Safeguarding and Children in Care,
  - Support producing reports which may include reports to the internal committee and improvement groups, NHS England, Partnerships, Public Health and supporting groups or management as required.
  - It may be that as the role develops this will include the provision of line management to the Band 4 Business Support Administrator within the ICB Safeguarding Team.

#### **4. Project Support**

- To undertake and support project management processes for the safeguarding team.

- Detailed knowledge and experience in the use of advanced MS Office suite. Provide day to day support, updates and training to other members of the team in the use of these programmes.
- Manage, organise and support the planning of complex meetings, events and conferences, including delegating duties as necessary, booking venue, arranging equipment and refreshments, preparing packs/papers, producing agendas and providing briefings.
- Undertake information/project analysis as agreed with project lead.
- Contribute to effective information management within the team.
- Participate in relevant internal and external project/programme groups to provide project support, and help to design, support and maintain data collection systems for its effective use by the team.
- Analyse and report on data and monitor the processing of data and information.
- Report to relevant leads where actions have not been fulfilled or risks are identified.
- Provide information to the Project Lead on project areas and any relevant statistical information.
- Organise, attend and minute/provide action logs for project meetings and other related meetings i.e. workshops as appropriate.
- Design/create project management documentation as appropriate and update/maintain systems.
- Interpret information to enable design of reports/data suitable for the identified stakeholder group(s).
- Maintain and report on project documentation including Project Plans/ Risk/ Issues/ Logs.
- Carry out web based and publications research and provide reports as required.
- Contribute to relevant project reporting to internal and external teams, Directors, Boards.
- Organise and support any project evaluation work, including conducting and analysing.
- Lead on small projects or elements of larger projects independently and use own initiative to move projects forward, reporting into a Programme Manager or Project lead.
- Ability to take learning from other projects and apply to relevant situations or use to develop solutions.
- Ability to share lessons learnt with the wider team to help with other projects.
- Liaise with appropriate people to collate reports.
- Contribute to the financial delivery of the agreed portfolio working with the wider safeguarding senior team and under the direction of the associate director
- Undertake auditing of projects, services, initiatives where appropriate.
- Actively supports and contributes to the development of key performance indicators for the successful assessment of performance.
- Propose changes to own project, service, initiative work, informing policy and making recommendations for more effective delivery
- Contribute to the review and development of existing project information management systems and contribute to the development of an integrated approach to transformation
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## **5. Person Specification – Safeguarding Business Coordinator**

### **Supporting Evidence**

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Factors	Description	Essential	Desirable	Assessment
<b>Qualifications, Knowledge, Training and Experience</b>	Educated to/or working towards degree level in relevant subject or equivalent level of experience of working at a similar level in specialist area	√		A/C
	Trained to appropriate level in safeguarding as per intercollegiate frameworks	√		
	Significant administrative experience including initiating and managing office systems.	√		A/I
	Demonstrable experience in dealing with the public and dealing with sensitive and confidential information.	√		A/I
	Excellent knowledge of IT systems and software programmes such as Outlook, Word, Excel and PowerPoint.	√		A/I/T
	Understanding of Confidentiality and Data Protection Act.	√		A/I
	Knowledge and understanding of the ICB.	√		A/I
	Experience of coordinating and supporting projects.	√		A/I
	Knowledge and experience of Project Management processes.	√		A/I
	Knowledge of administrative and organizational procedures acquired through training and relevant experience.	√		A/I
	Previous experience of working in the NHS.		√	A
	Demonstrable proven experience of working as a PA or equivalent	√		
	Clear communicator with excellent writing and data entry skills	√		I/T

<b>Communication skills</b>	Able to develop and present a wide range of information in different ways to stakeholders.	√		A/I
	Ability to work under pressure in a busy working environment and able to multi-task.	√		A/I
	Effective team working.	√		A/I
	Minute taking.	√		A/I
	Ability to pull together draft reports, data and letters.	√		A/I/T
	Ability to proof read documents to ensure high standard of written work prior to publication.	√		A/I/T
<b>Analytical</b>	Advanced numerical skills	√		A/I/T
	Ability to collate, interpret, present and report information in an appropriate, clear format to a wide range of stakeholders.	√		A/I
	Advanced problem-solving skills and ability to respond to sudden unexpected demands.	√		A/I
	Excellent time management skills with the ability to re-prioritise.	√		A/I
	Complex problem-solving skills	√		A/I
<b>Planning skills</b>	Skills for supporting project management	√		A/I
	Evidence of working to deadlines and creating, populating and updating project or action plans.	√		A/I
	Experience of organising educational events		√	A/I
<b>Equality and Diversity</b>	Understanding of and commitment to equality of opportunity and good working relationships	√		A/I
<b>Autonomy</b>	Ability to work without supervision. Able to work on own initiative, organising and prioritising own and others workloads to changing and often tight deadlines.	√		A/I

	Able to prioritise and support colleagues when under pressure if appropriate.	√		A/I
<b>Personal Attributes/ Other</b>	An ability to maintain confidentiality and trust	√		I
	Ability to work independently and use own initiative	√		
	Professional, calm and efficient manner	√		I
	Commitment to continuing professional development	√		I
	Ability to write draft and tailor reports depending on the intended stakeholder.	√		
	Positive and flexible approach to work	√		I

**\*Assessment will take place with reference to the following information**

**A=Application form**

**I=Interview**

**T=Test**

**C=Certificate**

**A=Application form**

**I=Interview**

**T=Test**

**C=Certificate**

## **SAFER RECRUITMENT**

### **General Duties and Responsibilities**

#### **1 Job Description Review**

This job description is not a complete list of duties but is intended to give a general indication of the range of work undertaken. It will vary over time as demands and priorities within the NHS change. Significant changes in the range of work undertaken will be made only following consultation with the post holder. This job description will be kept under review to ensure that it remains up to date.

#### **2 Information Governance and Confidentiality**

It is the duty of every employee to comply with all BNSSG policy requirements in relation to Information Governance, including the Freedom of Information Act and the Data Protection Act. As an employee, you may gain access to privileged

information of a highly confidential nature relating to private affairs, diagnosis, and treatment of patients; information affecting members of the public; personal matters concerning staff; commercial confidences of third parties and details of items under consideration by BNSSG. Such information should not be divulged or passed to any unauthorised person or persons. Failure to observe these rules will be regarded by BNSSG as serious or gross misconduct which could result in disciplinary action being taken against the employee.

### **3 Health and Safety/Security**

The organisation recognises its duties under the Health and Safety at Work Act 1974 to ensure, as far as it is reasonably practical, the Health, Safety and Welfare at Work of all its employees and, in addition, the business of the organisation shall be conducted so as to ensure that all individuals having access to organisational premises and facilities are not exposed to risk to their health and safety.

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

### **4 Quality and Clinical Governance**

BNSSG promotes an open, learning culture ensuring appropriate governance systems and processes are in place to support and develop this culture. Employees are responsible for ensuring that they are aware and compliant with policies and procedures that govern their work; and if something goes wrong, employees have an obligation to report it so lessons can be learned from mistakes, incidents and complaints.

If an employee has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a senior member of management.

### **5 Codes of Conduct**

All Employees will work in accordance with the principles and standards as set out in managerial and professional codes of conduct.

### **6 Dignity at Work Statement**

BNSSG is committed to treating all employees with dignity and respect. An employee is responsible for behaving in a way that is consistent with the aims of our Equality and Diversity agenda in Employment Policies. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff. The organisation will not tolerate any forms of bullying or harassment in the workplace.



## **7 Equality Statement**

Employees must act in a way that is consistent with organisational procedures and the law relating to equality, diversity, and rights, and to treat everyone with whom you come into contact equitably, with respect and without discriminating.

To recognise and appreciate that people, both colleagues and service users are different and to act in ways that are consistent with their needs and preferences.

To ensure that practices and processes operated by your team are fair and provide equitable treatment for all, and to take effective action to deal with any discrimination or unfair treatment that you have become aware of.

## **8 Public Involvement and Engagement**

Employees will work collaboratively with other organisations in the local health community on issues of common interest and contribute to partnership working with local authorities, other statutory organisations and the non-statutory sector as required.

Employees will promote effective patient, public, user and carer involvement in all elements of work.

## **9 Risk Management**

All employees will follow risk management policies and procedures at all times. All employees are personally responsible for risk management issues in respect of themselves and colleagues. Employees who identify a potential hazard should report it to a manager/supervisor at once using the organisational incident reporting process.

## **10 Safeguarding Children and Vulnerable Adults**

All employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with and adherence to the Safeguarding policies is an essential requirement of all employees, as is participation in related mandatory/statutory training. The organisation believes that it is always unacceptable for a child, young person, or vulnerable adult to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all, by a commitment to practice which protects them.

## **11 Infection Control**

All employees have a responsibility to adhere to policies and procedures in relation to infection control. BNSSG encourages all staff to make their voice heard in respect of preventing and controlling infection and maintaining and improving environmental cleanliness. This includes sharing good practice and raising problems and issues encountered.

## **12 Delivering Resilience**

BNSSG supports the delivery of health services in times of emergency and where business continuity is affected as a Category 1 responder. Examples may include extreme weather or local mass casualty situations. In these instances, as an employee, you will be required to provide flexibility around location or role in order to continue to deliver safe services and support as required.

### **13 Policies and Procedures**

Employees are expected to follow organisational policies, procedures, and guidance as well as professional standards and guidelines. Copies of policies can be accessed via the staff intranet or external website or via your manager.

The organisation operates a policy which promotes a smoke free environment.

### **14 Appraisal and Personal Development**

BNSSG is committed to lifelong learning for all staff and has put in place an appraisal and development infrastructure. All employees have a responsibility to participate in an annual appraisal with their line manager and to identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning development needs in order to meet the agreed performance standards.

### **15 Records Management**

Employees have a responsibility to adhere to the standards defined within policies in the creation, use, closure, retention, and disposal of records. The types of record held may consist of patient or staff records, administrative records, photographs, microfiche, audio and tapes, e-mails, electronic and scanned records, and text messages.

### **16 Partnership Working**

BNSSG is committed to partnership working and staff involvement, underpinned by the values of openness, trust, staff involvement, development, diversity at work, commitment to modernisation and delivering the highest standards of performance.

### **17 Financial Instructions**

Budget management and control is an element of each employee where they are designated as being budget holders. Employees must comply with the Financial Standing Orders, Standing Financial Instructions and Scheme of Delegation as appropriate to this role.

### **18 Sustainability/Carbon Footprint**

BNSSG is committed to promoting sustainable development and reducing the harmful effects of its activities on the environment. Employees are expected to promote and embrace the principles of sustainable development in their daily duties; specifically, to ensure that they use energy and other natural resources as efficiently as possible to minimise their carbon footprint.

## **19 General Terms and Responsibilities**

Contribute to the work of specific project groups within the organisation and across the local health community as required.

To undertake any other duties that may be reasonably requested of the post holder to help the department run smoothly.