



Candidate Pack
Systems Training and Support
Officer





Candidate Information Pack Systems Training and Support Officer £27,445 - £33,220 (FTE)

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Welcome!

Thank you for considering joining our team dedicated to making a positive impact!

At Safer London, we are committed to working alongside young Londoners and their families affected by violence and exploitation, supporting them to build positive futures for themselves. As you explore this candidate pack, you'll discover the meaningful work we do and the exciting opportunities that await you.

We believe that every person can make a difference. If you share our passion for creating positive change and making a lasting impact, we encourage you to consider joining the Safer London family.

Thank you for considering Safer London as your next professional home. We look forward to the possibility of welcoming you to our community and working together to achieve our shared goals.

Kind Regards,
Safer London



About The Role

You will provide high quality training on how to effectively and efficiently record data in the case recording system in use (currently Apricot), producing accompanying evaluations of training effectiveness and using this to improve future delivery.

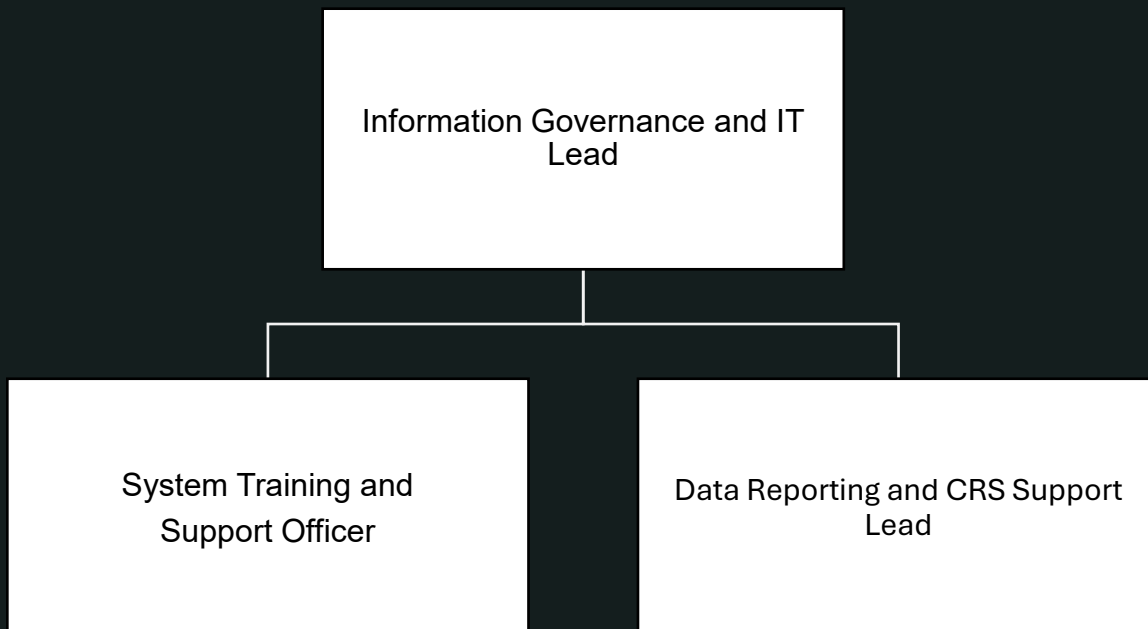
You will also produce and maintain a catalogue of training resources and guidance. Training will be delivered to Safer London staff at all levels and will also include training to partner organisations and agency staff where they will be using Safer London systems. You will support the 'case recording' help desk in order to support and troubleshoot to ensure consistent high-quality records of all delivery. The post holder will support the development of the case recording system and the reporting of information stored on it.

Job Description

Job Title	System Training and Support Officer
Reporting to	Information Governance and
Contract	Permanent (subject to funding)
Location	Agile working – home / office based according to business need
Hours	16 per week
Salary	Actual salary £13,722.50 - £16,610

Main purpose of role

Where the role sits in the team





Responsibilities

1. Ensuring that there are regular training opportunities for both new starters and those requiring refresher sessions or updates when new functions or forms are released. This will include running system training drop in sessions to assist with queries / hear feedback, and relaying information from these to the Information Governance and IT manager.
2. To support managing the case recording system help desk – so that support is always available to front line workers and other stakeholders.
3. Working with the Learning and Development Coordinator to establish an evaluation method and implement this to enable us to assess the effectiveness of each training session and using this to improve future delivery.
4. Produce effective training materials and guidance documents, and develop and maintain a training area on our case recording system, including the creation of dummy forms and files for new users to access and use as a training sandbox
5. Performing case recording system changes to forms and lists as directed by the Information Governance and IT Lead
6. Support the Data Reporting and System Support Lead with regards to user administration and user support at times of absence and increased need
7. Working with the Learning and Development Coordinator to support the creation of e-learning training modules for our LMS (currently RISE) Acting at all times in line with safeguarding legislation and guidance in addition to Safer London's practice guidelines and wider pan-London processes and protocols.
8. Undertaking any other duties as required and commensurate with the level of this post, including covering the Data Reporting and CRS support lead post functions when relevant.



Person specification

The person specification describes the specific experience, knowledge, skills, qualifications and attributes that are needed for the job.

Criteria	Essential/ Desirable	Application/ Interview/ Test
Skills and Experience		
Experience of using case recording / customer management systems	E	A/I
Ability to present / teach in an interactive and engaging way, providing clear and confident direction	E	A/T
Experience of planning and / or running a training programme focused on IT systems	D	A/I
Ability to iterate session plans based on feedback and evaluation	E	A/I
Experience of evaluating training sessions	D	A/I
Ability to organise and plan various training programmes, covering various systems and multiple users	E	A/I
Ability to learn new cloud-based systems quickly	E	A/I
Recognition of the importance of resilience in coping with the emotional demands of the role.	E	A/I
Excellent communication skills, both written and verbal, in order to communicate and influence a wide range of internal and external colleagues on matters relating to the service, and produce reports for a variety of audiences	E	A/I/T
IT literate (Excel, Outlook, Word etc.) and experience of using databases	E	A/T
Knowledge		
Knowledge of best practice related to training users of IT systems	D	A/I
Knowledge of best practice regarding data protection and its application in the non profit sector	D	A/I
Knowledge of the work Safer London undertakes and the sector in which it operates	E	A/I
Knowledge around best practice in and understanding of the importance of good quality case recording	E	A/I
Values and attributes		
Commitment to equity, diversity and inclusion, and experience of applying these principles in the workplace	E	A/I
Ability to demonstrate, with examples, your alignment to Safer London's values	E	I/T
Ability to prioritise own workload and able to work without close supervision	E	I
Ability to be flexible with work location	D	A/I



Additional Considerations

- We're committed to protecting and promoting the welfare of children and young people, and we expect anyone who works and volunteers with us to share this commitment. A basic Disclosure and Barring Service (DBS) check is required for this role.
- Safer London is an agile working organisation. This means employees are able to work from different locations, e.g. from home, our office premises and community locations such as libraries/co-working spaces, where the work allows. Agile working arrangements will be agreed with the line-manager.
- Safer London understands that resilience is a skill that can be learnt over time and recognises and supports the role of self-care in developing resilience.

How to Apply

To apply for this role complete the online application form via the Safer London website: www.saferlondon.org.uk/join-the-team/

As an agile working organisation, shortlisting will take place on a rolling basis and the closing date is subject to change at any time. Interviews will take place online via Teams.

As part of the online application, you will be required to confirm you have read our [Privacy and Cookie Policy](#) and [Safeguarding and Child Protection Policy](#).

Should you need any adjustments to the recruitment process, at either application or interview, or experience any technical issues when trying to access and/or complete the online application form, please contact us at recruitment@saferlondon.org.uk

Your Application

Please read the information below thoroughly before starting your application. Your supporting statement is a very important part of your application. We can't make any assumptions about your knowledge, skills and experience, so the information that you provide in your supporting statement is vital for us to decide whether to shortlist you for an interview.

Please demonstrate how you meet the criteria and the values listed in the person specification, detailing your experience, skills, achievements and/or abilities that are relevant for the role that you are applying for. You should use specific examples. We are looking for evidence that you can thrive in the role advertised.

Your statement should not exceed 1,000 words. We recommend you draft and save your supporting statement outside of the application portal as your connection may time out and it is not possible to save this document online for future use.



Data Protection

The information you provide in your application will be used by Safer London to assess your suitability for the role you have applied for. We will not use personal data for marketing or fundraising purposes (unless you have previously supported Safer London) or share your data with any third parties for their marketing purposes.

We will also ask you for sensitive information (such as information relating to ethnicity or sexual orientation), but only to allow Safer London to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not affect whether you are shortlisted for the role you have applied for.

About Safer London

Why working for us is different

Encouraging work life balance

- Safer London is a 4 day/32 hour (FTE) working week organisation. This means that you have a regular day off in the week with no impact on your pay.
- 179 hours annual leave (plus bank holidays and pro rata for those who join us part time) rising after 3 and 5 years of service.
- Flexible and smart working policies in line with an agile way of working.
- Agile working - meaning you can work from different locations like home, in the community, from our office (job dependent).

Enriching your work life

- Opportunities for learning and development
- New modern offices
- Opportunities to feedback including surveys and groups
- Reflective practice sessions
- Reduced caseloads compared to statutory services

Caring for you and your family

- Enhanced family leave
- Death in service benefit
- Thinking about your finances
- Discounted season ticket loan
- Pension scheme
- Cycle to work scheme
- Expenses float scheme

Our Benefits in Full

We offer our staff a wide range of benefits to reward them for the value that they



bring to Safer London, to support them in their work, to help improve health and wellbeing, and maintain a healthy work-life balance.

We intend to offer these benefits on an ongoing basis but may amend or withdraw them at any time.

4-day, 32-hour working week

Safer London is a 4-day, 32-hour working week organisation. This means as a full-time employee, you'll enjoy a regular day off each week with no reduction in pay.

We made this decision to enhance both service delivery and employee wellbeing. This allows us to offer extended service hours to young Londoners and their families while supporting the work-life balance of our team.

Agile working

Safer London is committed to ensuring that it provides the best working conditions for its employees. At Safer London, agile working allows employees to work from various locations, such as the office, their homes, or other locations such as a library or shared workspace, depending on which is most appropriate or which is closest to any meetings with young Londoners.

Death-in-service payment

Death-in-service is an employee benefit which pays out a tax-free lump sum if an employee passes away while they are employed by Safer London, regardless of the cause of death. Any payments that become due under this scheme are tax free and paid – at the discretion of the scheme's Trustees - to a named beneficiary/ beneficiaries nominated by the employee.

Annual Leave

As a full time employee you are entitled to 179 hours holiday in each annual leave year plus bank holidays and other statutory holidays occurring during the leave year (pro-rata for part time staff). This rises to 192 hours after 3 years service and 211 hours after 5 years service.

Staff expenses float

The Staff Expenses Float is a financial support system where Safer London provides a one-off loan payment of £100 to cover the initial costs of expenses, which are then reimbursed to ensure you are not out of pocket.

Cycle to Work Scheme

We offer a Cycle to Work Scheme to encourage health and fitness. This enables you to use an interest free loan to purchase bike and safety equipment with costs



recovered from your salary over a 12-month period and meaning a tax and National Insurance

Season Ticket Loan

Interest free season ticket loans are available to all staff once they have passed probation (six months).

Paid Maternity Leave

All pregnant staff are entitled to up to 52 week's maternity leave regardless of length of service. Safer London offers enhanced maternity pay to those employees who:

- have completed one year of continuous service by the end of the 15th week before their baby is due; and
- agree to return to work for at least three months after the end of their Maternity Leave period.

Enhanced Maternity Pay means that the eligible employee's pay will be increased to:

- 100% of normal salary for the first six weeks of maternity leave;
- 50% of normal salary for the next 20 weeks of maternity leave;
- The next 13 weeks paid at the Statutory Maternity Pay flat weekly rate.

Paid Paternity Leave

Any employee who satisfies the conditions for 2 weeks' statutory paternity leave and pay will be entitled to our Enhanced Paternity Pay benefit of an additional 2 weeks' paid leave. The leave may be taken as four consecutive weeks of continuous leave or in two blocks of two weeks each. All Enhanced Paternity Pay is paid at 100% of normal pay. It is calculated as Statutory Paternity Pay and topped up by Enhanced Paternity Pay.

Employee Assistance Programme

We offer a Staff Assistance Programme to all staff free of charge. It offers completely confidential and impartial support, information, and a counselling service to staff.

Pension

On joining Safer London, new staff are auto-enrolled into our pension scheme if they meet the eligibility criteria. Employees will pay an employee's contribution of 4% and Safer London will pay an employer's contribution of 3% every month. Employees may choose to contribute more than 4%.

Equity, inclusion and diversity

At Safer London we value diversity and we're committed to creating an inclusive culture. We know that in order to make London a safer place for the young people



that live here, we need a diverse range of perspectives, experience and knowledge. Issues of racial justice are central to the work we do

We are fully committed to anti-racism and actively oppose systemic oppression of any form. We celebrate diversity and challenge inequality. As an organisation, we will proactively become part of the solution, since we are not prepared to sit back, do nothing, and be part of the problem.