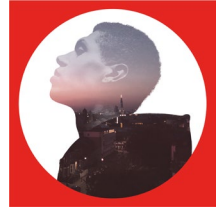


saferlondon

**CANDIDATE
INFORMATION
PACK**





Safer London candidate information pack

Post: Systems Training and Support Officer

Salary: £27,445 rising to £33,220

This pack includes:

- » [Welcome](#)
- » [Why working for us is different](#)
- » [More about us](#)
- » [Our values](#)
- » [About the role](#)
- » [Staff Benefits](#)
- » [How to apply](#)

WELCOME

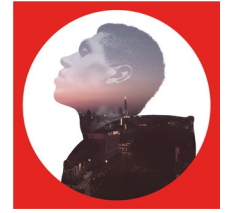
Thank you for considering joining our team dedicated to making a positive impact!

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



WHY WORKING FOR US IS DIFFERENT

Encouraging work life balance

- ✓ From April 1st 2024 we are 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.
- ✓ 28 days 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

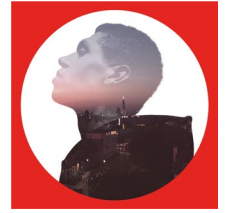
- ✓ Opportunities for learning and development
- ✓ New modern offices
- ✓ Opportunities to feedback including surveys and groups
- ✓ Reflective practice sessions
- ✓ Reduced caseloads compared to statutory services .

Caring for you and your family

- ✓ Enhanced family leave
- ✓ Death in service benefit
- ✓ Free access to a confidential 24/7 helpline service with a specialist range of support and information

Thinking about your finances

- ✓ Discounted season ticket loan
- ✓ Staff expenses float
- ✓ Pension scheme
- ✓ Cycle to work scheme



MORE ABOUT US

What we do

Safer London is a leading charity working with young Londoners and their families affected by violence and exploitation. Understanding young Londoners' lives are shaped by the world in which they live, we work not only with them and their families, but also their peer networks and directly within the community and the places where they live and spend their time.

With a footprint in every borough in London, we build trusting, professional partnerships to embed our approaches and work towards achieving our vision of a city that is safer for all young Londoners who live here.

We deliver our work through three key themes

PEOPLE



We provide trusted individual relational support to ensure more young Londoners will feel safer, be safer, and have positive futures.

PEERS



We enable young Londoners to support and be supported by their peers.

PLACES



We work directly in the community to ensure that the places and spaces where young Londoners spend their time are safe and positive.

We believe **people**, **peers** and **places** all have their own abilities and assets. We'll work alongside them to identify their strengths and enable them to find the solutions which work best for them.



How we work

Through specialist one-to-one intervention, we are supporting young Londoners and parents/carers to move onto the positive futures they deserve. We put them at the centre of their support, focusing on them and their needs. By building strong, trusting relationships we gain an insight into their world, begin to understand what they need and together we find the best ways to keep them safe.

We understand the impact the wider context has on young Londoners. The area where they live; where they spend their time; their peer networks - can all impact on their safety. Whether this is positive or negative. When working alongside a young Londoner we take into consideration these contextual factors right from the point of referral. By delivering our work through the lens of Contextual Safeguarding, we are acknowledging that young Londoners face risks not only within their families but also in broader social contexts. This approach ensures a more comprehensive and effective way to protect them from harm and promote their wellbeing.

Our support is delivered by skilled Caseworkers for anywhere between six months and two years. Safer London Caseworkers work collaboratively with young Londoners and families, with sessions primarily delivered face to face in the community, with phone and online sessions also offered.

Our work is underpinned by six guiding principles:



Person Centred

Safer London puts young Londoners at the centre of their support. We listen to and work with them, focusing on them and their needs.



Co-production

Young Londoners have a say in their journey of support. This empowerment not only boosts their confidence but also facilitates meaningful engagement.



Contextual Safeguarding

We understand the impact the wider context has on young Londoners lives and safety. Whether this is in physical spaces, within their peer groups or online. We're committed to weaving Contextual Safeguarding approaches throughout our work with young Londoners.



Trauma Responsive

Young Londoners tell us how they've experienced traumatic events. This can have a devastating impact on their daily lives. Our knowledge and understanding of trauma and how it effects young Londoners, are the building blocks of our support.



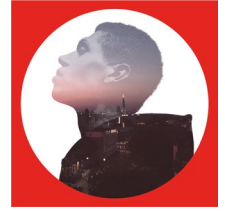
Trusting relationships

Strong trusting relationships form the foundation of all our work with young Londoners and families. We understand that establishing trust is pivotal for young Londoners to achieve a positive outcome for themselves. By building strong trusting relationships we gain insight into their world, understand what they need and learn how to keep them safe.



Non-judgemental

Whatever their history, when a child or young person comes to Safer London, they are just that - a child or a young person. Our approach is not punitive, our work is grounded and delivered through the lens of safeguarding - we never judge the young Londoners and families we work with. Our goal is to work alongside them, so they can unlock their potential.



OUR VALUES

CHANGEMAKERS

We bring creativity, passion and innovation to make a lasting difference

INCLUSIVE

We bring creativity, passion and innovation to make a lasting difference

TRUSTED

People trust us because we have a track record of consistent, high-quality delivery

COURAGEOUS

People trust us because we have a track record of consistent, high-quality delivery

COLLABORATIVE

People trust us because we have a track record of consistent, high-quality delivery

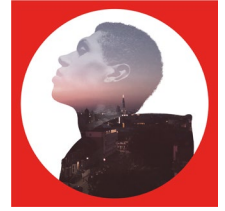
Behaviours framework

Safer London's Behaviours Framework is a set of core behaviours which define 'how' we are expected to approach our work and sits alongside 'what' we do.

The framework details the behaviours and attitudes required by employees at all levels to support the effective delivery of our services and create a positive workplace culture.

Safer London's values sit at the heart of everything we do. The defined behaviours link directly to Safer London's set of values. The behaviours are what people see and are an expression of what we value. The values are brought to life through the defined behaviours.

By demonstrating the attitudes and behaviours set out in the framework, Safer London is an effective, positive and collaborative place to work.



ABOUT THE ROLE

In this critical role, you'll deliver training to Safer London and Alliance partners on effectively using our case management system Apricot. You'll evaluate training effectiveness and curate resources. Additionally, you'll support users with case recording and provide guidance on SharePoint and Teams. Your impact will enhance efficiency and proficiency across the organisation and Alliance partnership.

Who you will be working with

At Safer London we work as one team across the entire organisation. This cohesive working allows us to realise our vision of helping to create a safer city for everyone who lives here.

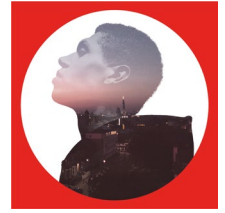
We choose to invest heavily in our direct practice work, with practitioner Caseworkers making up the majority of Safer London's workforce. Safer London's Caseworkers are supported by a team of practice managers and safeguarding professionals.

We have Caseworkers who are Specialists and Experts in the following areas:

- Violence and criminal exploitation
- Sexual exploitation
- Child sexual abuse
- Sexual and criminal violence
- Neurodiversity and SEND
- Harmful Sexual Behaviours
- Families (parents and carers)
- Education, training and employment
- Housing and resettlement

At Safer London we encourage a culture of shared learning and collaborative working. We work together to support the presenting needs of the young Londoners and families we work with. Our work is grounded in the [AMBIT](#) approach of working, with the team working to the AMBIT principle of mentalization.

If the practice team is the beating heart of Safer London, then the central resources team are the brain. Encompassing finance, HR, fundraising and communications, learning and development and data management, these individuals work hard to



JOB DESCRIPTION

Job title	Systems Training and Support Officer
Reporting to	Information Governance and IT Manager
Contract	Permanent (subject to funding)
Location	Agile
Hours	35 hours per week (Please note that as of 1st April 2024 Safer London will be moving to a 32 hour/4 day working week)
Salary	Grade B £27,445 rising to £33,220

Main purpose of the role

In the role you will provide high quality training to staff at Safer London and our Alliance partners on how to effectively and efficiently record data in the case recording system in use (currently Apricot). You will also produce accompanying evaluations of training effectiveness and use this to improve future delivery. Alongside this you will also produce and maintain a catalogue of training resources and guidance.

In addition to this the post holder will provide support to users of the case recording and other systems, including best practice use of SharePoint and Teams.



Key responsibilities

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.

Running system training drop in sessions to assist with queries / hear feedback, and relaying information from these to the Information Governance and IT manager.

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.

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.

Producing and maintaining a catalogue of training resources, ensuring links to practice-based guidance are established and maintained.

Performing case recording system changes to forms and lists as directed by the Information Governance and IT Manager.

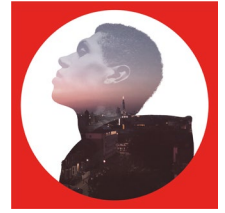
Support the Data Reporting and System Support Lead with regards to user administration and user support at times of absence and increased need.

Supporting with training on additional systems directed by the Information Governance and IT Manager, including on the efficient use of SharePoint and Teams

Developing training courses for various systems, using 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.

Undertaking any other duties as required and commensurate with the level of this post.



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	Essential	A/I
Ability to present / teach in an interactive and engaging way, providing clear and confident direction	Essential	A/T
Experience of planning and / or running a training programme focused on IT systems	Desirable	A/I
Ability to iterate session plans based on feedback and evaluation	Essential	A/I
Experience of evaluating training sessions	Desirable	A/I
Ability to organise and plan various training programmes, covering various systems and multiple users	Essential	A/I
Ability to learn new cloud-based systems quickly	Essential	A/I
Recognition of the importance of resilience in coping with the emotional demands of the role.	Essential	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	Essential	A/I/T
IT literate (Excel, Outlook, Word etc.) and experience of using databases	Essential	A/T

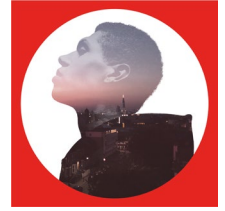


Knowledge		
Knowledge of best practice related to training users of IT systems	Desirable	A/I
Knowledge of best practice regarding data protection and its application in the non profit sector	Desirable	A/I
Knowledge of the work Safer London undertakes and the sector in which it operates	Essential	A/I
Knowledge around best practice in and understanding of the importance of good quality case recording	Essential	A/I

Values and attributes		
Commitment to equity, diversity and inclusion, and experience of applying these principles in the workplace	Essential	A/I
Ability to demonstrate, with examples, your alignment to Safer London's values	Essential	I/T
Ability to prioritise own workload and able to work without close supervision	Essential	I
Ability to be flexible with work location	Desirable	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.
- The successful candidate may occasionally be required to work evenings or weekends.
- This role is not eligible for agile working arrangements and is wholly office-based, although the post holder may on occasion be allowed to work from home on an ad hoc basis when the office is not being used.
- 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.



STAFF BENEFITS

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.

Agile working

Safer London is committed to ensuring that it provides the best working conditions for its employees. Agile working is a practical, flexible, and sensitive approach to individual circumstances that allows staff to balance their personal and professional lives. 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. This approach enables Safer London to provide the best possible service, while taking into account the technology, support and safeguards that are in place. Regardless of where they will normally be based, all employees may be required to attend the office for team meetings, training or other reasons, with more regular attendance required during staff probation.

Death-in-service

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

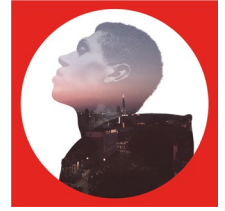
Staff are entitled to 28 days annual leave plus Bank Holidays (pro-rata for part time staff and in the first year of employment), rising to 30 days after 3 years and 33 days after 5 years employment. This is in addition to eight days paid public holidays every year.

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.

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 saving on this cost



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

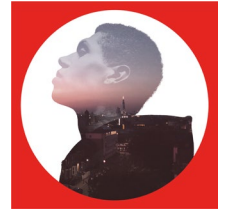
We offer a Staff Assistance Programme to all staff free of charge. It offers completely confidential and impartial support, information, and a counselling service to staff on legal, financial, debt management and emotional issues.

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.



HOW TO APPLY

If you are committed, resilient, and believe you have what it takes to work collaboratively with young Londoners and their families to help them create better futures for themselves, then please apply.

To apply for this role complete the online application form via the Safer London website: <https://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 in person at Safer London's central office based in Southwark.

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](#).

Please note we don't accept CVs.

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 cannot 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.