



Job Description

Title:	Safeguarding, Complaints and Assurance Officer
Accountable to:	Director of Quality Improvement and Compliance
Responsible for:	N/A
Location:	Remote working with some travel to National sites for investigations and meetings
Contract Information:	Part time, Permanent 30 Hours per week
Salary:	£30,000 per annum
Benefits:	25 days holiday plus bank holidays (pro-rotta for part time contracts) Pension Scheme, Flexible working arrangements, Birthday leave after 2 years' service. Paid mileage for travel to locations other than base location.
Internal Relationships:	
External Relationships:	

Main Purpose of Job

This is a new and pivotal role designed to strengthen organisational governance, risk management and service quality through a centralised approach to safeguarding and complaints handling.

The Safeguarding, Complaints and Assurance Officer will coordinate and oversee all safeguarding concerns and complaints processes, ensuring they are managed promptly, fairly, consistently and in line with legislation, regulatory requirements and best practice.

The role will provide organisational assurance that risks are identified, escalated appropriately and managed effectively, while embedding a culture of learning and continuous improvement.

Key Responsibilities

Safeguarding

- Act as a central point of contact for safeguarding concerns across the organisation
- Coordinate safeguarding referrals, ensuring timely and appropriate action is taken
- Maintain accurate, confidential and compliant safeguarding records
- Support staff in recognising, responding to and reporting safeguarding concerns
- Liaise with statutory agencies (e.g. local authorities, police) where required
- Monitor safeguarding trends and risks, escalating concerns to senior leadership

Complaints Management

- Lead and coordinate the organisation's complaints process from receipt to resolution
- Ensure complaints are handled fairly, consistently and within agreed timeframes
- Conduct or oversee investigations into complaints, ensuring independence and objectivity
- Maintain clear and auditable records of complaints and outcomes
- Communicate effectively with complainants, ensuring transparency and professionalism

Assurance and Risk Management

- Provide assurance that safeguarding and complaints risks are identified, recorded and managed
- Develop and maintain systems for tracking, monitoring and reporting concerns
- Produce regular reports for senior leadership and trustees on safeguarding, complaints and risk trends
- Support internal audits and external inspections where required

Learning and Continuous Improvement

- Analyse data from safeguarding concerns, complaints and incidents to identify themes and trends
- Embed learning across the organisation to improve practice and service delivery
- Support the development and review of policies and procedures
- Deliver or coordinate training and awareness sessions for staff

Compliance and Governance

- Ensure compliance with relevant legislation, including safeguarding frameworks, charity regulation and data protection (e.g. GDPR)
- Keep up to date with sector best practice and regulatory guidance
- Understand the Housing Ombudsman complaints process
- Support a culture of accountability, transparency and professionalism

Culture and Professional Practice

- Promote a safe, inclusive and respectful organisational culture
- Provide advice and guidance to staff and managers on safeguarding and complaints handling
- Act as a role model for professional standards and ethical practice

Key Outcomes

- Stronger organisational governance and oversight
- Reduced organisational risk
- Consistent, fair and transparent complaint handling
- Improved safeguarding practice and compliance
- Increased organisational learning and continuous improvement

Corporate Behaviours

Life 2009 expects staff to:

Work towards the charity's aims and objectives, and uphold its vision and mission • Operate in line with our core workplace values which are:

Humanity – All people are special and equal -

Solidarity – We are with you and for you

Community – We are better together

Charity – Doing good for one another

Common Good – Building a better world

Demonstrate respect for others and value diversity

Act responsibly regarding the health and safety of themselves and others

Focus on the client and customer, both internally and externally, at all times

Make an active contribution to develop the service

Learn from, and share experience and knowledge

Keep others informed of issues of importance and relevance

Consciously review mistakes and successes to improve performance

After Training, act as an ambassador for the charity and always maintain professional standards

Use discretion and sensitivity and be aware of issues requiring total customer confidentiality

Demonstrate a flexible approach to their work

Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

In addition, all managers and supervisors will be expected to:

- Value and recognise ideas and the contribution of all team members
- Coach individuals to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential

- Provide support, feedback and guidance to all team members and encourage their team to achieve work/personal life balance

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post holder.

INTERNAL USE ONLY

Approved By:	Kerry Smart
Date Approved:	31.03.2026
Issue Number:	1
Review Date:	31.03.2028

Person Specification

Post Title:	Safeguarding, Complaints and Assurance Officer
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Abilities and Attributes

<u>Skills Characteristics</u>	<u>Essential</u>	<u>Desirable</u>
Ability to demonstrate, understand and apply our workplace values. These are embedded in all roles and employees must evidence their attitudes/behaviours	√	
Committed to the vision, mission and values of the charity	√	
Highly professional and confidential approach	√	
Ability to be proactive and take the initiative	√	
Highly organised with the ability to organise others	√	
A growth mindset; curious, proactive and open-minded to allow growth	√	

Experience, Knowledge and Qualifications

Experience of managing safeguarding concerns within a charity, public or regulated setting	√	
Experience of handling and investigating complaints	√	
Strong knowledge of safeguarding legislation and best practice	√	
Understanding of risk management and assurance processes	√	
Excellent organisational and case management skills	√	
Ability to handle sensitive information with discretion and professionalism	√	
Strong communication skills, both written and verbal	√	
Ability to analyse data and produce clear reports	√	
Confident in working independently and making sound judgements	√	
Relevant qualification in safeguarding, social care, law or a related field		√
Experience of working within a charity or voluntary sector		√
Experience supporting audits or regulatory inspections		√
Training or experience in investigation techniques		√

Personal

Committed to the vision, mission, and values of the charity	√	
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	√	
Dynamic	√	
Ambitious	√	
Ability to work on own initiative	√	
Handles pressure of meeting deadlines and supports others where possible	√	
Motivated	√	
Commitment to own personal and professional development	√	
Ability to motivate others and work as part of a team	√	