

Safeguarding Case Officer

Responsible to	Safeguarding Case Manager
Location	National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ (with the requirement to work from the office a minimum of 4 days each week, including Mondays)
Salary	up to £35,000 per annum depending on experience

Whilst the ideal candidate for this role will be available to work on a full-time basis, we're open to considering candidates seeking part-time work.

About the Role

The LTA's vision is 'Tennis Opened Up', and our mission is to transform communities through tennis, focusing on three areas – making tennis welcoming, enjoyable and inspiring to everyone.

The LTA, through its vision 'Tennis Opened Up', is committed to creating a diverse environment where all colleagues feel included and a strong sense of belonging. We are proud to actively invite applications from all candidates who meet the essential criteria and are able to work in the UK, and we commit that everyone will receive equal consideration for employment irrespective of your ethnicity, religion, sex, gender identity, sexual orientation, marital or civil partnership status, pregnancy or maternity status, disability or age. We also operate a flexible working environment where all colleagues are able to discuss their working needs with their manager or the People Team at any time.

As part of the Safeguarding Team, the Safeguarding Case Officer plays a key role in taking a pro-active approach to safeguarding. You will be responsible for providing high quality support in the investigation of safeguarding cases and will be a key part of ensuring high safeguarding standards exist across the sport. As part of the safeguarding team, you will also work to manage an efficient, effective criminal records checking process.

Key Accountabilities

Compliance:

- Support the criminal records checking process, managing DBS casework and administration in a confidential and timely manner.

Case Management:

- Assist the safeguarding case manager as directed in the investigation of cases including conducting interviews, representing the LTA at strategy meetings, producing reports and referring cases to relevant bodies. Manage cases of reputational risk and media interest.

- Provide support to the additional case officer and regional safeguarding officers, Regional Participation colleagues, tennis venues and individuals including clubs, coaches, welfare officers, volunteers, officials, players, and parents.
- As part of the Safeguarding Team, work across British Tennis to assist in the development of high-quality advice, guidance and support for projects and events as required.
- Represent the team externally at strategic meetings and events on behalf of the Safeguarding Case Manager and Head of Safeguarding.
- Complete reports for Board and Executive teams on cases of note, case data trends and matters of organisational interest.
- Present cases to the Safeguarding Tribunal on behalf of the HOS and Safeguarding Case Manager and assist in the coordination and planning of committee hearings.
- Manage general enquiries for the safeguarding team through the safeguarding mailbox.

Education/Training:

- Assist in the delivery of training to coaches, venues, volunteers, and colleagues in order to improve the level of Safeguarding expertise across British Tennis.
- Act as an ambassador for the LTA and the sport at key sport sector, industrial events, and other networking opportunities.

Legislation:

- Keep informed of current legislation, statutory and other guidance with regards to safeguarding and cascade the information accordingly
- Keep informed of current legislation, statutory and other guidance with regards to data protection and confidentiality

Person Specification

Previous Experience of:

Working in a safeguarding role with experience in investigation and management of complex safeguarding cases including those of media interest and that could represent reputational risk.	<i>Essential</i>
Working with regulators and enforcement bodies (as required to attend strategic meetings on behalf of the Safeguarding Case Manager)	<i>Essential</i>
Writing reports and tracking data effectively for Board and Executive teams	<i>Essential</i>
Managing high volume of enquiries electronically	<i>Essential</i>
Ability to travel regionally and to work a flexible working pattern (evenings and weekends may be required)	<i>Essential</i>
Safeguarding in the sports sector	<i>Desirable</i>

Knowledge, Training & Qualifications:

You will have a comprehensive understanding of current safeguarding legislation and guidance across England, Wales, and Scotland.	<i>Essential</i>
A criminal records check is required as part of the recruitment process.	<i>Essential</i>
A professional or vocational qualification in safeguarding or related subject.	<i>Desirable</i>
Pip 2 or similar investigative qualification.	<i>Desirable</i>

Personal Attributes

Inclusion	<ul style="list-style-type: none">• Create an environment where people feel safe and welcomed.• Value people's differences and believe they make us stronger.• Take the time to learn more about inclusion and remove any current or potential barriers.
Teamwork	<ul style="list-style-type: none">• Able to work on own initiative and appreciate the high level of accountability.• A great leader and motivator of others.• A great communicator both internally & externally.• Always prepared to work collaboratively.
Integrity	<ul style="list-style-type: none">• A high degree of emotional intelligence and self-awareness, with the ability to adapt style to meet the needs of the audience.• Will always suggest improvements to ways of working.• Will be comfortable challenging groups or individuals to ensure high levels of work.• Treats others as you wish to be treated.
Passion	<ul style="list-style-type: none">• A genuine passion for people and good customer service ethic.• Highly proactive with a 'can-do' attitude.• Hard working & driven to succeed and achieve our mission.
Excellence	<ul style="list-style-type: none">• Always aims to achieve the best possible outcome.• Develops plans based on best practise and previous experience.• Seeks support from colleagues to improve outcomes.• Will be happy to take the more challenging route if it results in higher quality outputs.

Our Benefits

We are proud of the range of benefits we can provide:

- 25 days annual leave
- Annual award extra leave
- Pension
- Life assurance
- Reimbursement of eye tests
- Long service awards, plus monthly and annual colleague awards
- Private Medical & Health Insurance
- Free onsite gym & use of the Tennis & Padel courts
- Cycle to Work Scheme
- Enhanced maternity, paternity, adoption, and shared parental leave
- Free mental health first aider support
- Colleague ticket offer
- Annual Bonus Scheme
- Free parking & bike racks
- Retail discounts
- Training & Development
- Summer and Christmas party
- Free tea and coffee provided daily
- Electrical vehicle charging points
- Staff lockers
- 30% discounts in our café

- Social activities including Tennis Tuesdays, Padel Wednesdays, Football Thursdays, all colleague days, cycling club, running club etc.

Our Culture

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We particularly welcome applications from:

- *People from ethnically diverse communities*
- *Deaf and disabled people*
- *Members of the LGBTQ+ community*
- *People with lived experience of the UK's many and varied communities*

The LTA Tennis Foundation is a new tennis charity that partners with brilliant people and organisations to improve lives through tennis. It shares the LTA's vision of 'Tennis Opened Up', and it wants to use our sport to make a real difference to people across the whole country. All LTA colleagues have the chance to get involved with the LTA TF, with some directly involved in delivering and leading its work.

To truly deliver our vision of "Tennis Opened up", we believe it is critical that the LTA plays our part in contributing to a healthier and more sustainable society. We want to grow tennis in Britain, but do so in a responsible way, protecting and supporting the environment and working with everyone in the sport to tackle our climate impacts. We are committed to ensuring a lasting future for tennis in Britain, and our Environmental Sustainability Plan sets out how we will do this.

Find out more here:

- [Life at the LTA](#)
- www.lta.org.uk/sustainability