



Safeguarding Case Officer

Responsible to	Safeguarding Case Manager
Location	For London-based applicants - National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ with the requirement to work from the office at least three days each week, including Mondays For national applicants - Mobile with the requirement to work from the National Tennis Centre one day each fortnight
Salary	£31,500 - £34,500 per annum pro rata depending on location
Contract Type	Fixed Term Contract (maternity cover) until 1st June 2026

About the Role

The LTA's vision is 'Tennis Opened Up' and its mission is Transforming Communities through Tennis. 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

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 and 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.

Compliance:

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

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 (Our Values)

Inclusion	• 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	• 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	• 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. • Commitment to promoting and upholding the highest standards of safeguarding for children and adults at risk.
Passion	• 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	• 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.

Life at the LTA

The LTA, through its vision 'Tennis Opened Up', is committed to creating an inclusive environment where all colleagues feel included and a strong sense of belonging. We particularly welcome applications from people from ethnically diverse communities, deaf and disabled people, members of the LGBTQ+ community and people with lived experience of the UK's many and varied communities.

Read some of our colleague testimonials below and find out more about our LTA benefits [here](#)

"As a new mum, I've appreciated the LTA's newly enhanced benefits, which have supported me during maternity leave and in my return to work. In total, I have been with the LTA for four years and love the diversity of my role."

"Everyone's respected in terms of the culture, ethnicity, and the background, so you don't feel unequal in any capacity. I remember how supportive my team had been during Ramadan, being fully understanding of its requirements and flexible with my work schedule."

"As a new starter at the LTA, my experience has been overwhelmingly positive. Being a tennis fan, I was excited to join the organisation, and from day one, I've been impressed by everyone's dedication to our mission of 'Tennis Opened Up', as well as promoting diversity, inclusion, and sustainability."
