

Appendix 2

Job title: Safeguarding Officer

Role profile

Department	Customer & Communities		
Job number		Reports to	Safeguarding Manager
Date effective	01/September/2026	Salary band	6GM

Purpose

The Safeguarding Officer plays a vital role within the central safeguarding team, working closely with the Safeguarding Manager to ensure safeguarding practices are implemented effectively and comply with all relevant legislation, regulations, and best practice standards

Key responsibilities include:

- Supporting the Safeguarding Manager in delivering safeguarding strategies and ensuring compliance across the organisation.
- Assessing and supporting customers through safeguarding interventions, including making timely referrals to statutory support services or internal A2 teams.
- Coordinating communication across A2D business streams to ensure safeguarding actions and risk assessments are completed promptly and effectively.
- Promoting protection from harm by monitoring and addressing risks to both customers and staff.

Key responsibilities/ deliverables

- To act as the first point of contact for staff and others to provide advice, guidance, co-ordinate and case manage safeguarding concerns.
- Support risk assessments related to potential safeguarding concerns to ensure that customers and staffs' welfare and wellbeing are supported adequately and appropriately.

- To make timely external & appropriate referrals to statutory bodies and other agencies as needed and work in partnership to address safeguarding.
- To maintain up to date, accurate, confidential records on A2D central safeguarding systems.
- To be a champion and support the Domestic Abuse Housing Alliance (DAHA) project and accreditation, with continuous development to safeguard victims of domestic abuse.
- Conducting training/briefings, inductions and investigating incidents where required
- To promote and raise awareness of safeguarding to customers and staff.
- To establish and maintain positive and professional relationships with senior managers, managers, champions, customers and contractors and keep safeguarding up to date, including the effective maintenance of the Single Central Register.
- To keep up-to-date legislation, statutory and other associated guidance with regards to safeguarding, cascading the information accordingly.
- Support the development and delivery of safeguarding training as required.
- Attend and represent safeguarding at relevant meetings both internally & externally.
- Carry out regular inspections and audits to ensure suitable and sufficient safety systems are in place, contractor's compliance and policies and procedures are being properly implemented.
- Support the review of Policies & Procedures as required.
- Keep up to date with new legislation and maintain a working knowledge of all Safeguarding legislation and any developments that affect the housing sector.
- Support the business and contractors in awareness and understanding of risk to reduce harm.

Line management

Direct reports - Non

Indirect reports - Non

Key internal contacts

Directors & staff across all business streams
Steering Group Champions

Key external contacts

Local Authorities
CQC
Safeguarding Teams/other agencies as appropriate.

Operating environment/ dimensions

Will be the point of contact for managing all reported safeguarding concerns

Delegated authority limit: £500 (TBC)

Budget: None

DBS level: Enhanced (TBC)

Contract management: None

Knowledge, skills and competencies	Essential	Desirable
Qualifications/training		
Educated to GCSE level or equivalent in Maths and English (Grades A*- C)	A	
Professionally qualified to degree level or equivalent		A
Safeguarding Training Level 3	A	
Knowledge and skills		
Minimum of 3 years' experience in Safeguarding and Wellbeing of people, advising, coaching and influencing safeguarding at all levels	A	
Very good level of understanding and experience of Domestic Abuse and supporting victims to mitigate risk	A	
Experience and understanding of completing safeguarding related documentation including risk assessments/ reviewing policies & procedures	A/I	
Evidence of working within a busy team environment able to deal with challenging situations and prescribed timescales.	A/I	

Experience of providing safeguarding training or briefings to a wide range of audiences including working with external agencies & partners as required.	A/I	
Excellent communicator, with evidence of effective engagement working with staff, managers and customers	I	
Must hold current clean driving licence		A
Understanding of safeguarding in a Housing Association context	A/I	
Experience providing advice and guidance	A/I	
Ability to deliver training as required		A/I
A2Dominion values		
DRIVE: Deliver, Respond, Innovate, Value Enterprise		
Competency	Essential	
Influential	Yes/I	
Future focused	Yes/I	
Engaging	Yes/I	
Resilient	Yes/I	
Performance focused	Yes/A & I	

This role profile outlines the main responsibilities and requirements of the post. All employees are expected to comply with reasonable management requests to carry out additional or alternative duties.

How we will assess your match to the job:

- A = Application
- T = Testing
- I = Interview
- TS = Telephone Screen