

Job title: Safeguarding Quality Assurance Manager

Line Manager: CEO, CSSA

Role Purpose:

To lead effective audit and quality assurance of Catholic Safeguarding Standards Agency practice to develop and maintain exemplary safeguarding practice across the Catholic Church in England and Wales. The role will contribute to ensuring that the voice and experience of survivors is the learning that permeates every aspect of CSSA policy, practice and culture.

Key Responsibilities:

- To ensure that survivors and victims of abuse receive respect, are listened to, are learned from, individually and collectively as wise consultees.
- To lead, manage and supervise a motivated internal audit team dedicated to developing and reviewing safeguarding standards in compliance with the agreed operating framework.
- To audit national safeguarding standards and ensure compliance by all church bodies that are required to uphold them.
- To manage internal audit and quality assurance within the agreed budget.
- To produce, maintain and report on an effective audit programme to ensure that high standards are maintained, within an explicit and effective quality assurance framework which is understood and committed to by all stakeholders.
- To contribute to continuous improvement of effective safeguarding practice across the Catholic Church in England and Wales.
- To maintain a collaborative working culture within the CSSA and with external stakeholders.
- To work collaboratively with diocesan and religious Safeguarding Leads and Safeguarding Coordinators to develop effective and consistent safeguarding practice, exchanging knowledge and experience generously.
- To ensure that diocesan and religious Safeguarding Coordinators and Religious safeguarding leads understand their responsibility to comply with national safeguarding standards within their individual diocese or Religious Order.
- To hold operational Safeguarding Leads and Coordinators to account where poor practice or non-compliance with CSSA guidelines is identified.
- To support the CEO in ensuring that the CSSA remains at the forefront of safeguarding best practice.
- To build constructive and professional relationships with stakeholders across Faith communities, service providers and statutory authorities, ensuring that there is mutual understanding of roles, needs and expectations.
- To engage with diocesan and ICLSAL stakeholders to improve practice.
- To facilitate and chair national and regional meetings with diocesan and ICLSAL safeguarding personnel to share good practice,
- To undertake monitoring and evaluation of operational effectiveness in partnership with other CSSA Managers and the CEO.
- To provide presentations and briefings to a range of audiences.
- To identify and report to the CEO any risks arising in the work of the CSSA and recommend immediate remedial steps are taken and how they should be evaluated.
- To celebrate good safeguarding practice in the Church.
- To contribute to development of safeguarding training across the Catholic Church in England and Wales
- To maintain continuous awareness of safeguarding legislation, policy, sector developments and quality standards to ensure that CSSA maintains compliance across the Church.
- Contribute to data collection and production of performance data for reports and meetings.
- To contribute to the CSSA annual report which analyses, evaluates service delivery and performance across the Church, as well as making recommendations for change.
- To maintain professional knowledge and skills through continuous development.
- Any other related activities that may be required by the CEO.

Essential:

Competency	Criteria	Assessment
An accredited Level 5 Safeguarding management qualification	Certificated	<ul style="list-style-type: none"> • Covering letter • CV •
Relevant operational experience of managing a team of practitioners.	Demonstrates managerial experience	<ul style="list-style-type: none"> • Covering letter • CV • Interview
Relevant operational experience within a safeguarding compliance and/or enforcement environment.	Demonstrates extensive experience of leading teams engaged in compliance enforcement within relevant safeguarding environments.	<ul style="list-style-type: none"> • Covering letter • CV • Interview
Demonstrates empathy and engagement with victims and survivors of abuse	Demonstrates an understanding of the need to listen and learn from people's experiences	<ul style="list-style-type: none"> • Covering letter • CV • Interview
Commitment to and a substantial track record delivering operational safeguarding policy and practice in a national organisation	Demonstrates clear commitment and understanding of need for person centered safeguarding practice combined with a demonstrable track record	<ul style="list-style-type: none"> • Covering letter • CV • Interview
Demonstrates a strong track record of engaging with dispersed organisations to audit and assess effective safeguarding policy and practice	<ul style="list-style-type: none"> • Evidence of engaging with relevant organisations • Evidence of auditing effective safeguarding policy 	<ul style="list-style-type: none"> • Covering letter • CV • Interview
Demonstrates a strong record of reviewing compliance with complex policy in a diverse range of settings	<ul style="list-style-type: none"> • Broad and deep understanding of Safeguarding best practice 	<ul style="list-style-type: none"> • Covering letter • CV • Interview
Thinks and works systematically and analytically, making and delivering outcome driven policy	<ul style="list-style-type: none"> • Provides examples of positive strategic and tactical outcomes with supporting evidence 	<ul style="list-style-type: none"> • Covering letter • CV • Interview
Demonstrates a track record of working within and contributing to collaborative, outcome focused teams.	<ul style="list-style-type: none"> • Provides examples 	<ul style="list-style-type: none"> • Covering letter • CV • Interview
Demonstrates a track record of working in partnership with peers and stakeholders to deliver improved policy and practice	<ul style="list-style-type: none"> • Provides examples 	<ul style="list-style-type: none"> • Covering letter • CV • Interview
Demonstrates a collaborative relationship building style with colleagues and stakeholders	<ul style="list-style-type: none"> • Provides examples 	<ul style="list-style-type: none"> • Covering letter • CV • Interview
Summarises and communicates information effectively	<ul style="list-style-type: none"> • Provides examples 	<ul style="list-style-type: none"> • Covering letter • CV • Interview
Self-motivated and able to prioritise work to achieve deadlines without compromising quality	<ul style="list-style-type: none"> • Provides examples 	<ul style="list-style-type: none"> • Covering letter • CV • Interview

Desirable

- Experience of working within the Catholic Church and/or charity sector