

JOB DESCRIPTION

JOB TITLE:	Safeguarding Manager (APAC West)
DEPARTMENT:	Safeguarding
REPORTS TO:	Group Head of Safeguarding / CEO – City Football China
LOCATION:	Chengdu
DATE:	August 2019

Job purpose

The post holder will be a key member of the City Football Group's ("CFG") Safeguarding* Unit (the "Unit") working directly with the Group Head of Safeguarding and CEO – City Football China, and in close collaboration with the Safeguarding Manager (APAC EAST) based in Melbourne, Australia.

The post holder will lead on the implementation of the CFG strategic safeguarding framework (known as "SafeAtCity") and provide support, guidance or direction to the safeguarding* and child protection processes across all CFG-related operations in the APAC region.

The post holder will identify, and then work within, all relevant local legal and regulatory frameworks, providing leadership and support** to the ongoing design, development and implementation of robust and effective safeguarding framework and related processes in those entities/territories (including, but not limited to):

- City Football China;
- Sichuan Jiuniu FC;
- Any other CFG-related, commercial operations and activations in Central & South Asia;
- Projects / operations related to the APAC region
 - City Football Foundation (CFF) partners
 - CFG Football Education (CFG FE) partners
 - City Football Group partnerships team projects

[Please note: the term "safeguarding" may not be used in some territories; it may also be known as Protection of Minors, Child Protection, Child-Safe, Risk Management or other. The CFG policy also requires our workforce to also protect adult participants who may be at risk of harm whilst under our care as a result of additional vulnerability such as disability, mental health issues or other care, welfare or well-being needs.]*

*** Also note: leadership and support may differ between entities and projects based upon the relationship with CFG as this may range from ownership, through joint venture, partnership, contractual agreement or collaboration, however CFG recognise the need for any entity working with children to promote and develop frameworks that in turn protect and promote the rights of children and vulnerable adults]*

Key responsibilities

1. To promote and help protect the rights of any children and vulnerable adults who come into contact with CFG operations in the identified geographic region and in accordance with CFG Safeguarding Policy.
2. To provide leadership, visibility and operational support to the SafeAtCity safeguarding framework related to the above operations and co-ordinate with and support CFG's leaders, managers and workforce across CFG-related activities.

3. To help ensure that all CFG operations are compliant with all relevant legislative and regulatory requirements related to the rights of children and/or vulnerable adults in any territory where the CFG workforce (and those of our partners') are engaged with any children and or vulnerable adults and ensure that any future changes to these are adequately reflected and implemented across relevant CFG operations.
4. To provide support, monitoring and visibility across all relevant CFG departments and other local operations including but not limited to community programmes, CFF activity, CFG FE projects and other CFG partnership activities, and ensure that the SafeAtCity framework is effectively implemented, embedded, monitored, and continuously improved.
5. To co-ordinate and where necessary support, localised safeguarding training programmes (aligned with Group Safeguarding Policy requirements) that ensures that all members of the broader CFG workforce understand their obligations in safeguarding vulnerable people, and that children, vulnerable adults, and parents understand their right to be safe, and that parents and carers understand the role that they also play in this framework.
6. To co-ordinate and support the work of the locally based safeguarding team of designated persons (where appointed) across the organisation, in close collaboration with their line managers.
7. To apply the 'SafeAtCity Supervision' assurance and support framework that helps to develop and promote a high-quality safeguarding workforce across the Unit.
8. To lead or locally co-ordinate or support the CFG Safer Recruitment Policy requirements, in accordance with local Human Resources processes, including criminal record vetting protocols (and other relevant overseas checks) for relevant staff, in accordance with local legislation and regulation including those of the local football authorities.
9. Working closely with managers and/or the local CFG Human Resources personnel as necessary, acting as lead "Concern Manager" to investigate safeguarding-related concerns, complaints and allegations related to CFG operations and/or workforce, and/or liaising with, where appropriate, the police, local children's protective services and/or safeguarding adults teams and where appropriate the local football authorities.
10. Where appropriate be an active support to the local academy management teams.
11. To provide support, and/or guidance and where appropriate, protective oversight to any residential provision (including but not limited to: Host Families, Academy residence, and/or residential children's soccer schools) that are used by CFG and other related operations for overnight care of children and young people.
12. Provide support and guidance to the academy and community participant disciplinary processes and ensure that participants and their families are treated fairly and consistently in instances of disciplinary breach.
13. To promote and support the development of opportunities to ensure that voices of children and vulnerable adults are heard, understood, valued and that they are involved in decisions that affect them.
14. To provide support, guidance and protective oversight to safeguarding programmes on both match day and events programmes (including concerts and any other mass participation events) to ensure that safeguarding principles are applied appropriately across these elements of the business, including events where partner organisations have operational involvement.
15. To produce, or contribute to, quarterly reports and an annual CFG review for both managers, leadership teams and other CFG managers, in collaboration with the Group Head of Safeguarding and attending/presenting at relevant meetings as required.
16. Maintain accurate records in respect of all of the above and ensure all sensitive SafeAtCity data and information is held securely and in accordance with internal CFG protocols and local data protection regulations.

General responsibilities

- Compliance with CFG and club policies
 - Compliance with CFG and club health and safety procedures
 - Compliance with legal and regulatory requirements in relation to the role
 - To undertake such other duties as may be reasonably expected
 - To maintain professional conduct at all times
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Key relationships

The Safeguarding Manager is required to develop and maintain a range of relationships to ensure the effective implementation of the SafeAtCity framework and Group Safeguarding Policy and related processes.

Internal: Maintain relationships with departments where there is direct or indirect contact with children or vulnerable adults. In particular, close working relationships are required with:

- Group Head of Safeguarding and other safeguarding personnel
- Legal and Human Resources departments
- Match Day & Stewarding
- Boys and girls academy operations, men's and women's senior teams & recruitment departments
- City Football Foundation, City In The Community and other charitable or community programmes
- Communications and media departments
- CFG Football Education
- Partnerships and sales departments
- Ticket office and supporter services

External: An effective safeguarding programme should involve relationships and/or effective links with statutory agencies involved in child and adult social care, and the football regulatory authorities; including but not limited to:

- Children's protective services departments and Children's Commissioners (or similar)
- Adults services departments (or similar if applicable)
- Football and charitable regulatory bodies at national, regional and local level as appropriate
- Police and national crime agencies
- International, national and local children's protective charities

The role will also require close liaison with third parties who provide services to the club or other operations (eg. educational, cleaning, transport or security services).

Scope of job

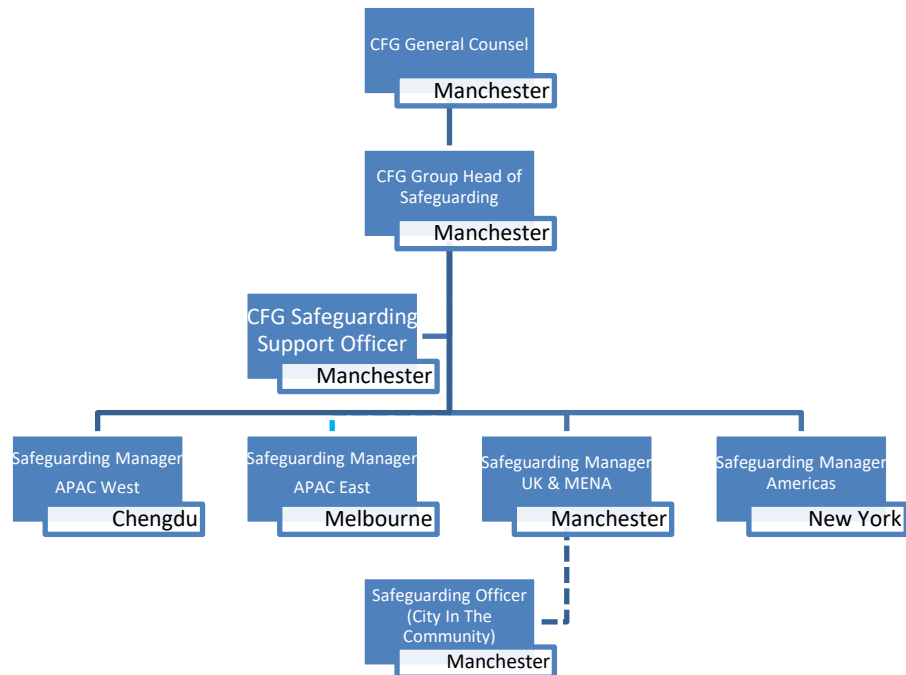
The Safeguarding Manager has overall responsibility for the safeguarding programme at any CFG related operation within their geographic area. They must ensure each operation's compliance with all relevant laws and regulations that apply. They must also ensure compliance with all the relevant regulations of the football regulatory authorities and be prepared for relevant internal or external inspections or audits.

The post-holder may be required to lead a team of designated Safeguarding Officers (in whatever form they are appointed) and both receive and provide 'SafeAtCity Supervision' as required.

The post-holder will have some responsibility for the local elements of the overall safeguarding budget within the department budget and is accountable for expenditure in respect of the programme.

Organisation chart - CFG Safeguarding Unit “SafeAtCity”

(inc geographic location, dotted line denotes local line management)



Person Specification

Job Title: Safeguarding Manager – APAC West

Department/Location: City Football China, Chengdu

Knowledge:

Essential

Knowledge of children's social care systems and contemporary safeguarding practice and the relevant legislation and regulation in those fields.

Detailed understanding of a Safer Recruitment framework and in particular the management of a programme of criminal record checks and delivery of SafeAtCity induction.

Desirable

Knowledge of adult social care systems and contemporary adult safeguarding practice and the relevant legislation and regulation in those fields.

Knowledge of the workings of professional sports businesses and particularly the application of safeguarding principles therein.

Demonstrate a working knowledge and understanding of inclusion, equality and anti – discrimination legislation, policy and practice.

Technical/work-based skills:

Essential

Competent in written and oral languages: Mandarin, English

IT literate with experience of online systems for both data processing and storage.

Experience of writing reports and compiling case file information.

Desirable

Knowledge of sports coaching principles and practice and in particular with sport performance pathways and community/charitable projects.

Experience of working directly with children and listening to and valuing their views, opinions and concerns.

General skills and attributes:

Essential

Ability to communicate both in writing and verbally at all levels of business operations in the required language(s).

A team player who demonstrates an understanding of the need to share and work with others to achieve common goals.

Approachable, diplomatic, discrete, thoughtful and driven to succeed.

Demonstrates high levels of personal and professional integrity and a 'can do' attitude to supporting the football business.

Able to travel domestically and internationally and for significant periods of time to conduct support, training, monitoring, home and compliance visits.

Desirable

Experience of delivering training to groups.

Demonstrates ability to influence and negotiate with staff, other members of the workforce, participants, players and parents.

Able to inspire others on their safeguarding journey.

Experience:

Essential

Experience of developing and implementing policies, protocols and guidance in a child or adult social care setting and experience of managing people, meetings, projects, events within this setting.

Experience of handling sensitive data in accordance with local data protection regulations.

Desirable

Knowledge and understanding and empathy of the culture and structure of football or elite sport.

Ability to conduct or lead investigations of a sensitive nature.

Qualifications:

Essential

Graduate level qualified or professional equivalent – social work, criminology, counselling, youth work, teaching & pastoral care or similar.

Ongoing professional development in safeguarding, welfare, criminal or care sector.

Desirable

Relevant qualifications and training in social care-related areas and/or safeguarding/child protection.

Sports-related graduate or post-graduate qualifications or training.