



QUEENS HALL ACTION ON POVERTY

JOB DESCRIPTION

Job Title: Head of Central Services (Safeguarding and Compliance)

No of Posts: 1

Salary: £42,000

Status: Full Time, Substantive

Hours: 37.5 per week

Holidays: 26 days plus Bank Holidays per annum (plus day off for birthday)

Based at: Across sites in Wigan and Leigh

Responsible to: The CEO and Operations Director

Accountable to: Queen's Hall Action on Poverty Trustees

To Apply: Please upload a CV and Covering letter outlining why you would be an asset to our charity using this link: <https://hr.breathehr.com/recruitment/vacancies/39283>

Please apply early as we reserve the right to close applications as soon as sufficient applicants have been received

Closing Date: 27th February 2025 6pm

Interviews: Interviews will take place on a day tbc

SUMMARY

The Brick is a growing charity with big aspirations for people in need within our community. We provide RELIEF, RESTORATION and REFORMATION by offering tailored support, hope, and opportunity to those looking to improve their quality of life. We are now looking for an enthusiastic, proactive and diligent Head of Safeguarding and Compliance to join our team, a believer in the right to equal life chances with a passion to improve lives through collaboration and innovation.

JOB PURPOSE

This is a brand-new senior role that has been created to give a higher profile to, and enhance the importance of governance, H&S, Safeguarding and compliance across The Brick. Key elements of the role include:

- Drive a culture of compliance at The Brick by raising the profile of safeguarding, property standards and health and safety, by sharing the positive impact of compliance work, and by clearly communicating the risks of non-compliance.
- Support the Board, the Chief Executive and Operations Director in fulfilling their responsibilities for the proper governance of the charity, and compliance with relevant regulatory authorities and standards, including Property Compliance, H&S, GDPR and Safeguarding
- Be the primary interface with key regulators and contractors including the Regulator of Social Housing and closely manage the relationship with each to ensure that The Brick remains in line with their existing requirements and is able to plan effectively for upcoming changes.
- Deliver a comprehensive health, safety and quality programme which meets The Brick's legal, regulatory, and contractual obligations, particularly in the key risk areas, for example, safeguarding, health and safety, and accident and incident management.
- Ensure that The Brick has appropriate measures in place to safeguard the people we work with (who often have complex needs and vulnerabilities) and responds to feedback and complaints from clients, puts things right where we have got them wrong, and we learn the lessons for the future.
- Lead the organisation's strategic and operational approach to risk management and mitigation and lead the organisation's business continuity planning.

KEY TASKS & RESPONSIBILITIES

- Assist in developing a high performing team across The Brick that has the right qualifications, experience and motivation to deliver the full governance and compliance agenda.
- Act as Safeguarding and H&S Lead across all charity activities
- Oversee and manage the property, facilities team and back-office teams
- Manage our relationship with charity advisors for Health and Safety and insurances and legal
- To work with the CEO and Financial Controller to prepare the annual budget for central services (including buildings and utilities) and to manage this budget throughout the year
- Ensure all contracts are value for money and be a keen negotiator
- Deputise for the CEO and Operations Director as required

GOVERNANCE

- Advise and support The Brick, its Board and Committees on regulatory standard and policies, and in relation to standards, in particular safeguarding, property compliance, health and safety and IT Governance.
- Manage a comprehensive approach to risk management at The Brick including regular strategic risk reviews with the Exec and Board. Drive accountability for across the organisation for risk management via a regular safeguarding and health and safety committees.
- Provide advice to staff internally on commercial, contractual and data protection matters and manage relationships with external firms for the provision of expert advice.
- Lead the organisation's approach to business continuity planning. Develop and a Business Continuity Working Group to develop and implement a Business Continuity Strategy, policies and processes, and undertake periodic testing of the effectiveness of approach.
- Advise the Board and Executive Team on all aspects of probity of conduct and ensure that The Brick has in place a policy and compliance framework which covers all potential conflicts of interests, anti-fraud measures, confidential reporting and whistleblowing.
- Ensure the efficient servicing of meetings of the membership, Board, and Committees. Ensure that agreed actions are allocated appropriately and their completion recorded and reported upon.

- Ensure there are appropriate mechanisms in place for periodic governance effectiveness reviews and support the undertaking of self-assessment and appraisal.
- Oversee the process for Board succession planning and skills-based recruitment.
- Oversee the management of the Admin Support Team, ensuring appropriate support provision to the Executive Team and wider charity.

COMPLIANCE

- Lead, develop and continuously improve a range of strategies and plans to achieve full compliance in The Brick's services and property portfolio
- Ensure that health and safety (landlord, client and workplace) policy, procedures and reporting and accountability structures are comprehensive and up to date and that compliance is monitored through inspections and reports to Executive Team and the Board.
- Oversee systems and processes to provide H&S advice and training to managers; compliant fire and other H&S risk assessments and inspections; investigation of serious accidents and other H&S related incidents.
- Chair the Health and Safety Steering Group to ensure there is senior oversight and joining up of responsibilities between staff, landlords (where applicable), our customers and people we work alongside.
- Ensure The Brick has appropriate service standards and internal policy and procedures and that service policies are regularly reviewed in line with changes in legislation and good practice.
- Ensure The Brick can evidence the quality and value of its work through effective systems, frameworks and management information.
- Ensure The Brick operates an effective approach to complaints management and has mechanisms in place for learning from feedback and complaints.
- Oversee the development and delivery of an appropriate programme of service audits, assessing performance against statutory, regulatory, contractual and practice requirements, ensuring that follow up action plans are monitored and achieved.
- Act as the main Charity Safeguarding Lead. Ensure there are adequate procedures and processes in place to effectively manage safeguarding cases, complaints and reporting and handling of serious incidents.
- Ensure staff have access to adequate and regular training and advice on safeguarding, handling complaints, serious incident reporting and professional boundaries issues
- Chair and facilitate the Charity's Safeguarding Group and other groups required to steer effective handling of complaints and serious incidents.
- Provide regular reports to the Board on safeguarding issues, complaints, serious incidents and overall regulatory compliance.
- Oversee the ongoing updating of self-assessments against Regulator of Social Housing Regulatory Standards, co-ordinate activities to achieve full compliance and provide regular reporting to Executive Team.

GENERAL

- Adhere to The Brick's procedures at all times.
- Cover for other members of the team as necessary.
- Be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertake, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Participate and attend organisation wide Leadership Team meetings.
- Attend and participate in team meetings and other meetings as required.

PARTNERSHIP WORKING

The Brick is committed to delivering Wigan Council's approach – Progress with Unity and as such we are asking for applicants who are committed to delivering:

▪ **Create fair opportunities for all children, families, residents and businesses**

"Together, we will break down the barriers that create financial, health, education and environmental inequalities in our borough."

▪ **Make all our towns and neighbourhoods flourish for those who live and work in them**

"Together, in genuine partnership with our residents and businesses, who know our communities best, we will help each town and neighbourhood in the borough to celebrate and maintain their identity whilst understanding and helping to achieve what is needed to thrive.

The Brick is not afraid to do things differently and pilot new initiatives to trial and test new ideas.

BRICK VISION and VALUES

We believe in social justice.

We believe in supporting people to transition from poverty and homelessness in a way which is dignified, and person centered.

Our vision is based on:

Relief – meeting felt, urgent needs

We will always act with love and compassion to provide initial **relief** whether that be emergency accommodation, food or warm clothes. Our initial response is to uphold a person's dignity by meeting their basic felt needs.

Restoration – finding hope, self-worth, aspirations, a place to call home,

We work to bring lasting improvements to people's lives by restoring hope, self-worth, aspirations and a place to call home. We embrace multiple opportunities, assisting people to overcome systemic barriers with personalised support that recognises individual strengths.

Reform - overcoming systemic issues

We believe in tackling social injustices and to campaign for the right to:

- affordable, safe, sustainable homes,
- healthy, nutritious food
- good quality, person-led training and education

- fair and secure employment
- a just and robust benefits system

VALUES

Love

We pursue love and compassion to build up people and empower communities, enabling them to realise their potential and thrive.

Goodness

We seek to do all the goodness we can:

- By all the means we can
- In all the ways we can
- In all the places we can
- At all the times we can
- As long as ever we can

Courage

We strive for the courage to reimagine

Good Practice

Queen's Hall Action on Poverty are committed to the safeguarding and protection of all young people and adults, in line with our Safeguarding policies. We will carefully select, train and support all those with any responsibility within the Charity, in accordance with our rigorous recruitment and selection policies.

The Brick is committed to promoting a diverse and inclusive workplace, which attracts all candidates and signals our commitment to celebrate and promote diversity. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of our workforce.

We offer a range of family friendly, inclusive employment policies, flexible working arrangements and support for staff from different backgrounds

Person Specification

Within this role you will be the point of contact for safeguarding and at the forefront of embedding change. Knowledge of safeguarding practices and legislation is essential. You will also need to be able to demonstrate knowledge of statutory agency practices and multi-agency working.

We're seeking someone who can effectively distinguish between observation, facts, and information gained from others to confidently assess risk promptly and sensitively.

Strong communication is key in this role. We're looking for someone with excellent report-writing and recording skills, capable of articulating findings clearly and concisely. Experience in providing safeguarding support to staff and volunteers working with both adults and children, along with their families and carers, is essential.

Proficiency in using data recording systems and conducting data analysis is highly valued. We need someone who is organised and who can work autonomously. Your ability to communicate and present to a diverse audience of staff and volunteers will be crucial.

		Essential	Desirable	How measured (application, assessment, interview)
Qualifications, Education & Training:	Educated to degree level in a relevant field	X		Application and certificates
	MBA or equivalent post grad qualifications		X	
	Prince Project Management or equivalent		X	
	Qualifications or training in IT, Health and Safety, GDPR		X	
	Legal and governance training		X	
Experience	At least 3 years' experience in a similar role, managing corporate support functions in a complex not for profit organisation.	X		Application/Interview
	Experience of business and financial planning or relevant commercial experience	X		Application/Interview
	Knowledge of legal compliance processes	X		Application/Interview
	Financial analysis ability and experience of managing budgets	X		Application/Interview

	Experience of introducing and supporting new IT systems	X		Application/Interview
	Experience of risk management	X		Application/Interview
	Experience of managing, motivating and supporting staff teams to achieve key performance indicators	X		Application/Interview
	Experience of gathering, collating and presenting statistical information to partners and governance committees	X		Application/Interview
	Knowledge of GDPR legislation and information retention requirements	X		Application/Interview
	Experience of effecting and supporting systems change across an organisation and with a range of staff roles, disciplines and competences.		X	Application/Interview
	Experience of leading change management		X	Application/Interview
	Experience of the RSH or Ofsted regulatory frameworks		X	Application/Interview
	Relevant knowledge of charitable services, particularly work with vulnerable people or housing		X	Application/Interview
	Knowledge of good practice in charity governance		X	Application/Interview
Abilities, skills and attitude	Proven leadership and motivational skills	X		Application/Interview