

**We need
people
who are
great with
people.**



Applicant Information Pack

Safeguarding Support Officer



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Hello, it's you we're looking for.

We're Scouts and everyone's welcome here - all genders, races and backgrounds, as well as disabilities and those from the LGBTQ+ community. We give over 400,000 4–25-year-olds the skills they need for school, college, university, the job interview: the skills they need for life.

Right across the UK, we're helping young people gain skills for life and find their place in the world. We help them speak up, play their part and shine bright. Scouts is the place to be yourself and find yourself.

These are young people who are not afraid to stand up for what they believe in, to do the right thing and think of others before themselves.

At a time when communities sometimes feel divided, Scouts brings people together. We're building stronger communities and contributing to a stronger society. All this is made possible by the generosity of our adult volunteers.

We were voted Charity of the Year in 2022 and we are accredited with Investors in People Gold Standard.

Now's a challenging time for us all, but Scouts has never been more important - giving young people purpose, hope, and a place to belong. With the launch of Squirrels for 4–6-year-olds, and opening more units in even more areas of deprivation, we're making more of a difference than ever.

Visit the Scouts online [here](#) for more on our values and [#SkillsforLife](#) strategy.



Carl Hankinson, UK Chief Volunteer

Aidan Jones, Chief Executive

'At a time when communities sometimes feel divided, Scouts brings people together. We're building stronger communities and contributing to a stronger society.'

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Chief Scout, Dwayne Fields, Polar Explorer & TV Presenter (second from left) with celebrity chef Levi Roots (third from left) with our Scouts at 10 Downing Street, London UK

You'll be helping change young people's lives. But what else is there for you?

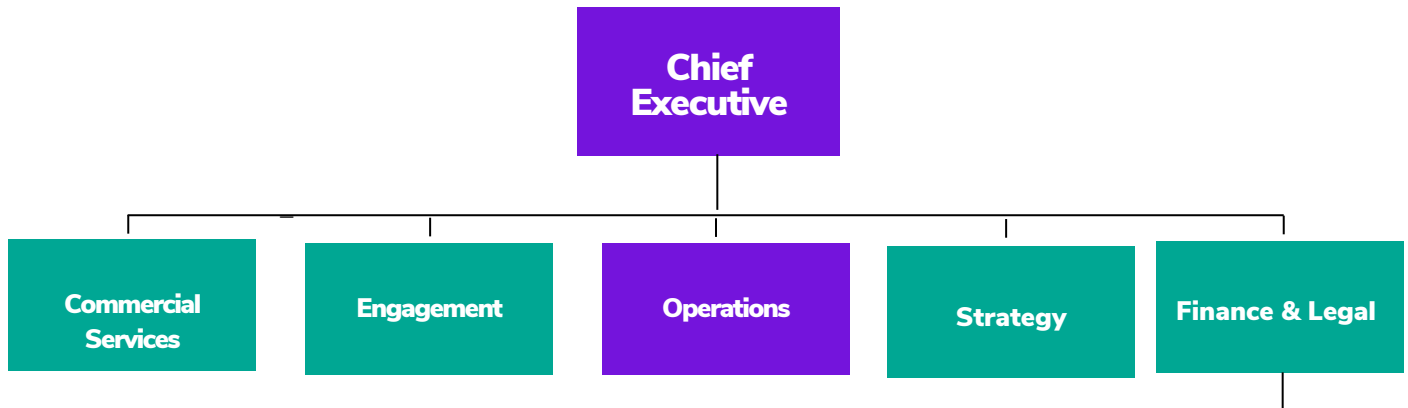
- Work in a way that suits you, your role and your department
- Be proud to say you're part of a team with [Investors in People \(Gold\)](#)
- Plenty of opportunity for learning and development
- 28 days holiday a year, plus bank holidays rising to 32 days after two years, (and we don't insist you go camping).
- Four extra days to look after your family when they need you
- Three extra days over Christmas (that's our gift to you)
- When you're at the office, you'll be surrounded by 100 acres of beautiful woodland (that means lovely lunchtime walks)
- Be part of a team that believes having fun's important too, with team days, charity days and our interactive Scout-themed collaboration hub (think tents!) creating a great informal environment for meeting and working.

Want to know more?

Check out our [benefits page](#)

How we're structured

Our UK headquarters is based at Gilwell Park, Chingford, London, and is divided into five directorates:



The Safe Scouting Department sits within Operations Directorate.

The Safe Scouting Department consists of the Safety Team and the Safeguarding Team.

Safeguarding Team Structure



We're the Safeguarding Team.

We're doing well, but you can help us do better.

The UK Safeguarding Team is responsible for delivering the safeguarding function across The Scout Association throughout the UK and some overseas Scouting branches. This includes responding to safeguarding and welfare concerns or allegations; as well as the implementation of safe recruitment and ongoing vetting of its volunteers.

Safeguarding Support Officers need to have excellent administrative and organisational skills and be able to work in a fast-paced environment. They have an interest in working with Police, Children's Services and Disclosure Authorities in relation to children and vulnerable adults. Our Safeguarding Support Officers receive initial referrals and enquiries, gather data and record on various systems with close attention to detail. They provide support and advice to the movement's volunteers and parents on behalf of the Safeguarding team; and implement a robust vetting service. This role requires some understanding and experience of Safeguarding as the post holder will need to be confident in dealing with referrals and calls that may involve decision-making in challenging and emotional situations.

The Safeguarding Team ensures that safeguarding is a golden thread that runs through all of Scouting; and we help to facilitate this at all activities, including large scale events such as the World Scout Jamboree, to ensure a safe and enjoyable experience for youth members and volunteers.

Our team consists of people with a wide range of backgrounds and professional experience including social work, education, law enforcement and other safeguarding roles in charities as well as other sectors. This professional diversity provides a breadth of knowledge and experience and this, alongside a genuinely caring team ethos ensures our members are supported in their work.



About the role

Responsible to:	Safeguarding, Vetting and Disclosures Manager
Department:	Safe Scouting
Base Location:	Gilwell Park, Chingford, London
Role supports hybrid working:	Yes – click here for further details
Term:	Fixed term for 6 months
Salary:	£30,040.00 per annum, (Inclusive of Outer London Weighting)
Hours:	35 hours per week
Line Management Responsibility:	N/A
Internal Relationships:	Safeguarding Team members, volunteers, Association staff
External Relationships:	External Bodies and agencies, parents of youth members
DBS:	Basic

What's expected?

We are seeking to appoint a Safeguarding Support Officer to join the team working on safeguarding, welfare and vetting cases as part of the delivery of Safe Scouting across the UK. The post is based at Gilwell Park, London and is for 6 months to cover an internal secondment. The first 2 weeks of induction would take place in the office each day to learn the safeguarding processes and systems then the expectation is to be present in the office for a minimum of 1 day per week, alongside homeworking.

As part of the Safeguarding Team, you would be responsible for receiving safeguarding enquiries and referrals, recording these with accuracy and clarity in a timely fashion, to enable the team to safeguard young people in Scouting. You would have excellent customer service skills and some experience of Safeguarding in order to respond effectively to enquiries and would process a range of vetting tasks with accuracy and speed. You would need to be quick to learn new digital systems and procedures; and be able to complete a range of tasks against deadlines within a fast-paced environment.

Key accountabilities

- Provide significant administrative support to the Safeguarding and Vetting team.
- Respond positively and effectively to routine queries received by the Safeguarding and Vetting team [by phone, letter or email].
- Ensure that the Safeguarding and Vetting Officers are supported in the management of their casework i.e. updating case files, liaising with appropriate staff, volunteers and statutory agencies.
- Responsibility for first incident calls referring to the Duty Officers as appropriate.
- Establish and maintain a Safeguarding and Vetting casework database and records system ensuring cases are tracked for the Safeguarding Officer to ensure that they are able to manage their caseload in a timely manner.
- Undertaking research, training and collating of statistical information for management reports as required.
- The collation of paperwork in relation to liability insurance claims.
- Planning and preparation for meetings, diary management collation of papers and agendas
- Provide support and guidance to Association and their volunteers regarding criminal convictions and the rehabilitation of offenders act. Establish and maintain a vetting casework database and records.
- Establish and maintain vetting compliance monitoring arrangements across the UK, supporting Commissioners in the suspension / exclusion of adults and ensuring the suitability of adult members that work with youth members.
- Responsibility for countersigning Disclosure & Barring/Protection of Vulnerable Groups and Access Northern Ireland disclosure applications on behalf of The Scout Association and ensuring that they meet the criteria set out by each disclosure authority.

About you

Skills and abilities

- Excellent administration skills
- Excellent prioritisation skills
- Excellent written and verbal communication skills
- Able to prioritise a challenging workload to meet deadlines.
- Able to communicate effectively and professionally with people at all levels within and outside the organisation
- Pragmatic problem solver
- Able to develop effective working relationships across the Association and with external agencies
- Able to work with minimum supervision and on own initiative
- Team player
- Able to deliver to a high standard and under pressure.
- Excellent diary management skills

Knowledge, experience and qualifications

- Excellent working ability in Maths and English Language
- Understanding and interest in the work of the Association

- Interest in statutory agencies in relation to vulnerable groups and child safeguarding
- Highly competent with MS office (Excel spreadsheets, databases, Word and Outlook)

Personal qualities

- Good communicator
- Organised and confidential especially when dealing with sensitive information
- Ability to communicate both orally and in writing in an effective and professional manner, whilst projecting a positive image of the organisation
- Self Confidence and resilience and about to deal with challenging and emotional situations
- Discrete and confidential

Equity, Diversity & Inclusion

The Scouts is an equal opportunities employer and we are committed to fostering an inclusive environment where everyone feels valued and empowered to contribute. We offer flexible working arrangements to support diverse needs and lifestyles, ensuring that our teams can thrive both professionally and personally. We welcome and encourage applicants from all walks of life, believing that varied perspectives strengthen our innovation and community. Your unique experiences and ideas are essential to our success, and we look forward to hearing from all voices.

How to apply

Before making an application, please make sure that you've read the [Recruitment and Selection Policy](#).

Please submit an application **by 11:59pm on Friday 31st July**.

Scouts is an inclusive organisation, and we are committed to creating a recruitment process that is accessible to everyone. If you need support during the application process, please email recruitment@scouts.org.uk and we will endeavour to support your accessibility needs.

If you are shortlisted for an interview, we will ask you whether you require any adjustments or support to participate fully in the selection process.

To help us monitor the application of our [Equality, Diversity & Inclusion Policy](#), we'd be grateful if you'd also complete the Recruitment Monitoring questions on the Application Form.

[Interviews will be held on Wednesday 12th August 2026.](#)

If you'd like to find out more to see if this role suits you, we'd be very happy to have an informal chat; please contact recruitment@scouts.org.uk to set up a call or virtual meeting.