

# CROYDON COUNCIL

## ROLE PROFILE AND PERSON SPECIFICATION

**DIRECTORATE:**

**DIVISION:**

**JOB TITLE: MASH Education Monitoring Officer**

## ROLE PROFILE

<b>Job Title:</b>	MASH Education Monitoring Officer
<b>Directorate:</b>	
<b>Division:</b>	
<b>Grade:</b>	

**Hours (per week):**

36

**Reports to:**

Education Safeguarding Lead

**Responsible for:**

No direct line management

**Role Purpose and Role Dimensions:**

Monitoring and responding to all email/phone enquiries to MASH that related to schools as per the KCSIE statutory framework.

This includes:

- Supporting and enhancing the work of the Safeguarding Lead and Strategic Lead for Safeguarding, behaviour and Inclusive Practices in the communication and relationship building with schools.
- Responding promptly to queries as needed.
- Using Capita, synergy, CRs and any other internal systems as needed to gather and share info requested, safely and securely in line with GDPR.
- Liaising with schools, DSLs, Social workers, MASH, police and other internal/external stakeholders to improve speed and quality of comms around safeguarding matters.
- Be an initial point of contact to schools on safeguarding matters arising, using the Croydon Threshold Guidance to aid in recommendations.

**Commitment to Diversity:**

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

**Key External Contacts:**

- Pupils
- Parent/carers
- safeguarding and pastoral leads in schools
- Social workers
- Health professionals
- Police
- Magistrates/Crown Court Representatives
- Safer London Foundation
- Other London Councils

**Key Internal Contacts:**

- Head of Access to education
- Senior officers within CFL and school admissions team
- MASH and Local Safeguarding Children's Partnership
- Children's Social Care
- Members of the primary and Secondary School Improvement teams
- SEND Service including Educational Psychologists
- Youth Offending Service
- Early intervention and Family Support Service
- School Admissions
- LADO and Safeguarding boards

**Financial Dimensions:**

None

**Key Areas for Decision Making:**

Response to safeguarding queries.  
GDPR and data sharing  
Confidentiality

**Other Considerations:**

Ability to travel around sites within the Borough either by car or public transport.  
Must have an enhanced DBS disclosure in accordance with Council Policy  
Attend occasional meetings outside of normal working hours

**Is a satisfactory disclosure and barring check required?**

[\(click here for guidance on DBS\)](#)

**What level of check is required?****Is the post politically restricted**

[\(Click here for guidance on political restriction\)](#)

**Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974**

[\(Click here for guidance on ROA \)](#)

**Key Accountabilities and Result Areas:****Responding promptly to email and telephone queries****Key Elements:**

This will involve:

- Liaising with the Safeguarding Lead to ensure we provide accurate and current guidance on the development of policies and processes to enable schools to undertake their statutory

responsibilities and improve safeguarding practice.

- Identifying and responding to concerns or gaps in safeguarding practice in schools.
- Promotion and sharing of Local Authority policies for safeguarding, including children missing from education, and promoting pupil welfare.
- Supporting the Education Safeguarding Lead in monitoring and evaluating the impact of MASH education communications.
- Using systems to monitor and analyse Croydon schools' safeguarding data to enable effective support, challenge and target setting and to identify pupils at risk.
- Regularly monitoring feedback from schools and following up with staff and schools to resolve any emerging issues of concern.

**Promoting excellence in safeguarding practice as part of the Council's staged approach to intervention**

- Supporting schools in improving their safeguarding practices by quickly responding to concerns and sharing data with CSC and other relevant agencies as needed.
- Flagging emails and communications to key internal teams who need information.
- To contribute to the establishment and embedding of new procedures and pathways with services and partners.
- Review the data/information gathered and make recommendations/escalate where necessary.
- Ensure service communications are accurate, accessible and up to date, taking into considerations statutory legislation and development of policy.
- Maintain accurate, confidential, and up-to-date documentation on all cases of safeguarding and report where required.

**To promote collaboration and shared accountability between schools, Local Authority and other agencies to ensure the safety and wellbeing of the**

This will involve:

**most vulnerable children and young people**

- Promoting multi-agency communication, relating to safeguarding, including championing Croydon's Early Help approach.

**Efficient use of resources and delivering best value**

- Collaboration, knowledge sharing to inform and improve safeguarding practices of others and outcomes for children.

## **Confidentiality**

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## **Data Protection**

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## **Contribute as an effective and collaborative team member**

Participating in training to be able to demonstrate competence.  
Participating in first aid training as required.  
Participating in the ongoing development, implementation and monitoring of the service plans.  
Championing the professional integrity of the Learning Access Service  
Supporting Customer Focus, Best Value and electronic management of processes.  
Actively sharing feedback on School policies and interventions  
Managing projects which produce service improvements.

## **Equalities and Diversity**

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

## **Health and Safety**

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

## **Person Specification**

**Job Title:**

MASH Education Monitoring Officer

**Essential knowledge:**

Knowledge of safeguarding practice and KCSIE.  
Knowledge of child protection and safeguarding legislation, statutory guidance and procedures including threshold documents.  
Knowledge of behaviour which is harmful for children, including thresholds of poor practice and abusive behaviour, and the mechanisms of grooming children for abuse.  
Knowledge of behaviour that is harmful to children, thresholds of poor practice and abusive behaviour and how adults groom children for abuse.  
Positive commitment to equal opportunities.  
Knowledge of issues related to schools and Croydon Context.  
Keeping abreast of current safeguarding issues especially contextual safeguarding.  
Knowledge of good practice in policy and procedures to improve attendance and reduce truancy.  
Knowledge of factors leading to disaffection with education and children being placed at risk of harm and the impact on outcomes for children and young people.  
Knowledge of IT systems and how to access information on pupils from different systems.

**Essential skills and abilities:**

Good communication and interpersonal skills.  
A track record of positive relationships with officers and stakeholders.  
Ability and commitment to lead and work as part of a team.  
Ability to ensure that staff can form and maintain appropriate professional relationships and boundaries with children, young people and vulnerable adults.  
The ability to keep sensitive information confidential and ability to liaise constructively with staff/colleagues and customers to illicit information on extremely sensitive issues  
Good verbal and written communication skills.  
Good word processing and IT skills.  
Ability to use skills of negotiation with schools and other agencies to build partnership working to meet mutual aims  
Ability to work independently and consult on complex issues.  
Ability to work in an anti-discriminatory and anti-racist way.

**Essential experience:**

Experience in Business Support/admin  
Education Welfare or Social Work awareness, including safeguarding procedure and practice.  
Experience of communicating with a wide range of professionals.

**Special conditions:**

Ability to travel around sites within the Borough either by car or public transport.

Must have an enhanced DBS disclosure in accordance with Council Policy  
Attend occasional meetings outside of normal working hours.