

Group Member:		Luminate Group Services	
Job Title:		Safeguarding Development and Operations Officer	
Reports to:		Safeguarding Learning and Development Coordinator	
Job Grade	LEG C	Department	Student Life

ROLE SUMMARY:

The Safeguarding Development and Operations Officer will bring creativity, confidence and a strong eye for detail, using a broad range of digital tools and technologies to develop engaging, accessible and inclusive safeguarding learning resources. Working closely with the Safeguarding Learning and Development Coordinator, the postholder will support the design, coordination and delivery of safeguarding training across the Group and will be confident facilitating learning with a range of staff and stakeholder groups.

The role will also work collaboratively with the wider Safeguarding Leadership Team to ensure safeguarding development activity is contextual, responsive to emerging need and aligned with Group priorities. This will include acting as a key liaison between Student Life training teams and the Learning and Organisational Development Team, supporting the monitoring, review and coordination of safeguarding-related training and resources across the Group.

The postholder will be highly confident in the use of digital systems and technology, supporting the efficient and accurate extraction, collation and presentation of safeguarding data to inform reporting, evaluate the impact of interventions and identify emerging learning and development needs. They will also contribute to quality assurance activity and support teams across the Group to share good practice and maintain consistent standards.

SPECIFIC ROLE RESPONSIBILITIES:

1. Work with Human Resources and Learning Organisational Development teams to monitor compliance with mandatory safeguarding training, using relevant Learning Management Systems and data systems to maintain accurate records, identify gaps in compliance and support Designated Safeguarding Officers to remain current with training requirements.
2. Support the development, implementation, facilitation and monitoring of a flexible and contextual Group-wide safeguarding learning and development offer for a range of stakeholders, including coordinating safeguarding projects with curriculum teams,

employers and external partners that enable students to apply their vocational skills to real-world safeguarding themes.

3. Confidently facilitate safeguarding training, briefings and workshops for a range of staff and stakeholder groups, adapting delivery style and content to meet differing needs, levels of knowledge and contexts.
4. Contribute to the ongoing design, delivery, evaluation and review of safeguarding learning and development activity, including tailored safeguarding training for employers of students undertaking work experience and for apprenticeship employers.
5. Maintain, administer and develop safeguarding e-learning and digital learning content across Learning Management Systems and other online platforms, including Microsoft and Google platforms and authoring software such as Rise 360. Ensure content remains accessible, current and engaging, while confidently navigating digital systems, troubleshooting routine issues and adapting quickly to new platforms and technologies.
6. Support the operational coordination of Office for Students Condition E6 activity across the Group's Higher Education provisions, including maintaining accurate records, extracting and collating attendance and engagement data, managing relevant student communications through the safeguarding inbox, and supporting follow-up activity and reporting requirements.
7. Efficiently extract, record, collate and present quantitative safeguarding and training data from a range of organisational systems, ensuring information is transferred consistently and accurately into reports, trackers and other documentation.
8. Systematically capture and collate qualitative information, including stakeholder feedback and evaluation data, to support the Safeguarding Learning and Development Coordinator and wider Safeguarding Leadership Team to evaluate the impact of interventions, identify emerging themes and trends, and inform future learning and development priorities.
9. Create and maintain accessible, engaging and up-to-date safeguarding communications and resources for staff, students, parents/carers and other stakeholders, including newsletters, websites and student information hubs, to raise awareness of current and emerging safeguarding themes, risks and available sources of support.
10. Lead the coordination, development and review of safeguarding posters and visual campaigns across the Group, working collaboratively with key departments and stakeholders to ensure materials are consistent, accessible, current and effectively promoted across all provisions.
11. Support the planning, facilitation and evaluation of stakeholder voice activities and focus groups to promote inclusivity and continuously develop the co-production of the safeguarding learning and development offer.
12. Support the development and delivery of targeted marketing activity and promotional materials, including brochures, digital content and presentations, to raise awareness of safeguarding training opportunities, engage external stakeholders and support income generation

CORE RESPONSIBILITIES:

13. Build strong, collaborative relationships with staff across Luminate Education Group to promote and share good safeguarding practice, working closely with the

Safeguarding Learning and Development Coordinator and wider Safeguarding Leadership Team.

14. Support the identification of safeguarding learning and development priorities by gathering, maintaining and presenting relevant safeguarding, training, evaluation and stakeholder information, including identifying gaps in engagement and uptake across different stakeholder groups, employment types and areas of provision to inform targeted activity and effective decision-making.
15. Support safeguarding quality assurance activity across the Group, including departmental audits, action plans, focus groups and written reports, ensuring information from multiple sources is gathered accurately and findings are presented consistently as clear developmental themes aligned with departmental and Group priorities.
16. Provide efficient administrative and digital support across safeguarding learning and development activity, including communications, bookings, attendance records, evaluation data, LMS records and associated reporting, maintaining high standards of accuracy and meeting required timescales.
17. Maintain a high level of digital confidence, adapting quickly to new systems, platforms and technologies required to support the safeguarding learning and development function.
18. Maintain relevant knowledge of artificial intelligence and emerging digital technologies, including both safeguarding risks and responsible professional use. Use approved AI tools appropriately to improve efficiency, accessibility and creativity while maintaining confidentiality, data protection and information governance requirements.
19. Work flexibly across the safeguarding function, providing operational support to the Safeguarding Leadership Team where required and contributing to Group-wide safeguarding priorities and projects.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the Group's Values:

Kindness

Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them

Ownership

Using our robust business planning model to allow areas to have clear ownership over their vision and performance

Enjoyment

Fostering environments that enable staff and students to be brave, interact and have fun

Collaborative

Proactively seeking opportunities to create synergies and positive outcomes for all

Passion

Encouraging all to have aspiration and passion in everything they do.

Creative

Always hungry to learn and looking ahead so we can be responsive

Person

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The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it is an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,
C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
D	Q1. Degree or equivalent higher-level qualification	A
D	Q2. Relevant qualification in Learning & Development, Teacher Training, Education/Training, Business Administration, Digital/IT, or equivalent relevant experience.	A
E	Q3. English and Maths at Level 2	A

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Knowledge and understanding of a range of safeguarding issues in education and/or society at large	A / I

E	EK2. Experience of communicating and promoting collaboration with internal and external stakeholders	A / I
E	EK3. Experience of engaging and influencing others to achieve improved outcomes	A / I
D	EK4. Proven experience in the full training lifecycle, from planning and development to delivery and evaluation	A / I
E	EK6. Ability to develop and implement innovative digital communications that ensure accessible delivery of key information	A / I
E	EK7. Experience of confidently using digital systems to support learning and development activity, including Learning Management Systems, e-learning platforms or comparable systems, with the ability to learn unfamiliar systems quickly.	A / I
D	EK8. Experience within a caregiving or support service role in education, wellbeing, or a similar sector.	A / I
E	EK.9 Experience of accurately extracting, collating and transferring data from multiple digital systems into reports, spreadsheets, trackers or other reporting formats.	A/I
E	EK.10 Confidence in using and learning emerging digital technologies, including artificial intelligence tools, to improve efficiency, accessibility and quality of work.	A/I
E	EK.11 Experience of working confidently across multiple digital systems and applications, with the ability to independently learn new systems and processes quickly.	A/I
E	EK.12 Experience of confidently delivering training, workshops or presentations to groups, with the ability to adapt communication and facilitation style for different audiences.	A/I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Strong facilitation and presentation skills, with the confidence to engage groups, manage discussion and deliver sensitive or complex information clearly and appropriately.	A / I
E	SC2. Ability to establish effective working relationships, within and across teams in a range of settings	A / I
E	SC3. Strong organisational and time-management skills, with the ability to prioritise competing demands, work efficiently under pressure and consistently meet deadlines.	A / I
E	SC4. A willingness to work flexibly both independently and as part of a team	A / I
E	SC5. Excellent attention to detail and numerical accuracy, with the ability to efficiently extract, collate, check and present data from different sources in a clear and consistent format.	A / I
E	SC6. High level of digital confidence, with the ability to navigate multiple systems, troubleshoot routine issues and quickly become proficient in unfamiliar software and digital platforms.	A/I
E	SC7. Ability to manage high volumes of detailed information efficiently, maintaining accuracy when working to deadlines and moving between different systems, reports and priorities.	A/I
E	SC8. Ability to handle sensitive and confidential information with a high degree of accuracy, discretion and professional judgement.	A/I

Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment

E	B1. Support and promotion of equality, diversity and inclusion	A / I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	A / I
E	B3. Commitment to the PREVENT agenda	A / I
E	B4. Commitment to professional standards	A / I
E	B5. Commitment to restorative practice approaches	A / I