

Safeguarders Panel Team Manager

Job Title: Support Manager

Reference number: CF26-67

Location: North Region and covering central belt

Closing Date: 13 November 2026

Interview Date: It is anticipated that interviews will be held week beginning 23 November 2026

Salary: Band D 16-20 £37,189 - £42,687.00

Post Type: 5 days per week – flexible working plans available

Children First - Vision and Values

Do you want to help create a safer, more compassionate Scotland where all children can grow up safe, loved and respected?

Children First, Scotland's national children's charity, is seeking to appoint a **Safeguarders Panel Team Support Manager**. By joining our team, you will fulfil a vital role in supporting colleagues in helping us stand up for children, keep them safe and support them to recover from trauma and abuse through our national and local services. We help children, their families and the people that care for them by offering emotional, practical, and financial support. We give children hope and a safer, brighter future. support line.

Our core values guide how each one of us works in our individual day to day job:

- With love, we put children first.
- With purpose, we transform children's lives together.
- With strength, we do whatever it takes to protect Scotland's children.

The Role

Based at home but opportunities to work in our Edinburgh and Glasgow offices you would be covering the North and central belt region of Scotland. The post holder is required to develop relationships with Safeguarders individually and in groups, working as part of a team, to provide direct support in their important and challenging role. You will help them provide an excellent and accountable, trauma-sensitive and rights-based service for children and young people, and to provide evidence for their re-appointment.

Key Results Areas

- To support highly effective and efficient day to day operational delivery of the national Safeguarders Panel
- To plan and facilitate support sessions with Safeguarders either as a one to one or in small groups in line with Performance, Support and Monitoring Framework.
- To provide informal on-going support with Safeguarders as required out with the planned support sessions.
- To provide on-line or telephone duty support for Safeguarders (working to a rota operated by Support Managers and members of the core team).
- To liaise with Safeguarders and key partner agencies and be a point of contact regarding queries, feedback or concerns relating to operational issues.
- To sample Safeguarder reports to obtain evidence to support the Safeguarder appointment as part of the monitoring process.
- To attend partnership and multi agency meetings 'Children's Hearings Improvement Partnerships' (CHIPS) in your area of work.
- To support the continuation of operational delivery of contributing to agreed tasks such as Safeguarder recruitment, induction and training, development of newsletter and monthly communications to Safeguarders and the ongoing support and development of Safeguarders in line with the team work plan and contract delivery.
- To support and advise Safeguarders in the referral and follow-up of immediate child protection concerns which may arise in the course of a Safeguarders appointment.
- Work flexibly to meet the needs of the service provided by Children First to the national Safeguarders Panel.
- Ensure the service provided by Children First always complies with relevant legislation and the Scottish Government contract.

- To promote a culture of continuous learning and development internally and with Safeguarders. Provide one to one and group support to Safeguarders and progress learning and development needs and requirements.
- To promote and develop consistent and best practice within the national Safeguarders Panel In line with Practice Standards and core competencies as agreed with Scottish Government.
- To lead and collaborate with Safeguarders on the continued development and promotion of local support networks across Scotland and the implementation of communication mechanisms.
- To lead and promote the service to external partners and key stakeholders.
- Build effective relationships with partners, and key operational and strategic bodies and represent and promote the service at external events where required.
- Deliver a communication strategy which will effectively disseminate up to date knowledge and information to Safeguarders and inform best practice by keeping up to date with research, policy development and legislation relevant to the best interest of children.
- To participate in Children First influencing and policy strategies supporting corporate colleagues as required.
- As required be involved in the recruitment, and induction of Safeguarders in line with Children First policies and procedures and the delivery of the Scottish Government contract.
- To support the Service Managers and Assistant Director with the day-to-day resource management of the service.
- To promote the use of information technology and ensure compliance with Children First recording systems and standards.
- To establish effective communication channels both internally and externally with Children First colleagues and partner agencies.
- To support Service Managers by attending external meetings as required.
- To ensure quality assurance is visible and monitored and that there is compliance with Children First internal standards and relevant legislation/external standards.
- To maintain responsibility for Health and Safety as delegated by line manager.

ADDITIONAL DUTIES

Any additional duties will normally be to cover unforeseen circumstances or changes in work and will usually be appropriate and compatible with the regular type of work. If an additional task or responsibility becomes a regular or frequent part of the job, it will be included in the job description in consultation with the post holder.

ADDITIONAL RESPONSIBILITIES

- To be committed and adhere to Children First vision, mission and values.
- To comply with Children First code of conduct (All Children First staff).
- To actively consider the involvement of children, young people and families with whom we work, in all areas of practice and to implement the Children First Participation Standards.
- To actively consider the involvement of volunteers in all areas of our work and to implement the Children First Volunteer Development Policy.
- To observe all health and safety requirements.
- To work within and promote policies in relation to Equal Opportunities and anti-discriminatory practices.

Need to Have (Qualifications and Experience)	Need to Show (Skills)	Need to Know	Need to Be
<p>Relevant degree or Diploma in Social Work, Law, Education or Health or equivalent Management qualification or working towards Management qualification (SVQ5 or equivalent)</p> <p>Experience of support and supervision of staff and or volunteers, including groupwork.</p> <p>Substantial experience in case management and / or direct work with children and families.</p> <p>Experience of building good working relationships, listening and providing constructive feedback.</p> <p>Experience of improving practice using performance management approaches.</p>	<p>Ability to oversee the operational function of a service and its elements whilst maintaining a child centered perspective always.</p> <p>Ability to speak publicly and engage a wide range of people.</p> <p>Involving children and families in planning, designing and delivering services</p> <p>Involvement in recruitment and assessment processes</p> <p>Effective verbal and written communication skills including the ability to write complex reports.</p> <p>Ability to analyse information and present findings and feedback</p> <p>Ability to model values through behaviours as an effective member of a management team</p> <p>Negotiation, advocacy and influencing skills</p> <p>Strong self-awareness, people management and leadership skills</p> <p>Excellent organisational and administrative skills.</p> <p>Evidence of applying project management skills.</p>	<p>Up to date working knowledge of the children's hearing system and relevant supporting legislation.</p> <p>Up to date working knowledge of court processes in relation to civil matters.</p> <p>Knowledge of roles and functions of those involved in the Children's hearing System</p> <p>Knowledge of a Safeguarders role and function</p> <p>Up to date working knowledge of child protection systems, practice and legislation</p> <p>Up to date knowledge of best practice and research relating to the impact of trauma on children's development</p> <p>A child centred approach and understanding of children's rights and best interests.</p> <p>Able to evidence knowledge relevant to working with children & young people.</p> <p>IT skills, including use of Microsoft office and Excel</p>	<p>Educated to degree level or a standard that reflects the ability to research ideas, think analytically and articulate recommendations.</p> <p>As a minimum hold a relevant qualification that includes modules / elements of working with children / young people as a central component.</p> <p>Able to work flexible hours in line with service delivery requirements.</p> <p>Commitment to Children 1st vision and values</p>

<p>Experience of child protection, and risk assessment and management</p> <p>Experience of Coaching and mentoring of staff / students / volunteers</p>	<p>Group leadership and facilitation skills.</p> <p>A strong ability to lead and a questioning approach</p> <p>Working on own initiative through prioritising, planning and organising tasks and activities to meet deadlines.</p> <p>Resilience</p> <p>A relational approach, building strong working relationships.</p> <p>Able to work flexibly and undertake out of hours work and some overnight stays as required</p>		
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