

## Service Document Standard Form:

### Role Profile

#### Safeguarding Support Officer

Linked documents: Job Evaluation Guidance Note



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### ROLE DETAILS:

<b>Role Title:</b>	Safeguarding Support Officer (SSO)
<b>Grade:</b>	Scale G
<b>Service area:</b>	Prevention
<b>Responsible to:</b>	Safeguarding Manager

### PURPOSE OF THE ROLE: *Why the role exists and what it has to achieve*

- Support the Safeguarding Manager in delivering the Service's safeguarding responsibilities to ensure the effective delivery of the Services' safeguarding responsibilities.
- Process all Safeguarding referrals and concerns during office hours (Monday to Friday, 9-5), signposting to external agencies.
- Handle Threat of Arson (ToA) referrals, coordinating Safeguarding follow-up Home Fire Safety Visits (HFSV) with prevention teams and operational crews.
- Assist in training coordination, information security, and policy updates in line with safeguarding boards and national legislation.
- Build and maintain relationships with internal and external stakeholders, ensuring effective information sharing to reduce risks.
- Identify and escalate risks or performance concerns to the Safeguarding Manager.
- Support the Safeguarding Working Group (SWG) meetings, including agenda setting, capturing minutes, actions, and decision logs every quarter.

### DIMENSIONS OF THE ROLE: *The key statistics associated with the role*

**Financial** – Direct or Non-Direct: N/A

**Staff Responsibilities** – Direct or Non-Direct: N/A

**Any other statistical data** - Support the Safeguarding Manager on preparing quarterly safeguarding reports for relevant boards. Preparing and submitting statutory audits

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### PRINCIPAL ACCOUNTABILITIES: *What the role is accountable for and required to deliver*

- Support the Safeguarding Manager in delivering operational safeguarding responsibilities, including document management, data input, and minute-taking for the Safeguarding Working Group.
- Assist in Safeguarding practices, policies, procedures, and systems in line with best practice and the Service's Safeguarding Boards.
- Process and signpost Safeguarding referrals to external agencies and manage ToA referrals internally.
- Monitor performance and compile data on Safeguarding referrals, ToA cases, Adults at Risk Programme, and HFSVs for reporting to safeguarding boards and external agencies.
- Maintain and ensure compliance with Safeguarding records following organisational protocols.
- Provide data and reports for Serious Case Reviews, Safeguarding Adult Reviews, and multi-agency meetings.
- Ensure GDPR compliance in handling and storing protected data, maintaining system integrity and security.
- Act as a point of contact for the Service, offering timely information and advice to callers.
- Perform specialised administrative tasks related to safeguarding.
- Provide resilience for Firewise referral management when required.
- Support the development, delivery, and evaluation of Safeguarding training, including managing the HEAT Safeguarding area in alignment with NFCC Safeguarding Training Competency Framework.
- Deputise as needed to ensure continued safeguarding operations.

### DECISION MAKING:

**Make decisions:** Have autonomy to make decisions within their role and department to enable achievement of organisational, personal and team objectives

**Significant say in decisions:** Will have influence in service-wide development with regards to all safeguarding activity and contribution to the shaping of the team's objectives and priorities

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### CONTACT WITH OTHERS: *The frequent contact the role holder has with others and for what purpose*

**Internal:** Establish and maintain effective working relationships with colleagues at all levels across the Service, from senior management, operational and support services staff

**External:** Support the safeguarding manager on building effective working relationships with key partners at national, regional, and local level, including:

- Partner agencies
- Local Authorities
- Emergency Services
- Community Boards
- Safeguarding Boards
- Office of the Police and Crime Commissioner
- NFCC groups
- Safety Centre (MK)

### PERSONAL REQUIREMENTS:

- To participate in a programme of continuous personal and professional development relevant to the role
- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information
- To ensure all aspects of health and safety are adhered to. Ensuring that all employees, visitors, contractors etc. within the area are following statutory requirements and Service policies and procedures
- To support the effective implementation and embedding of relevant policies and procedures
- To support the effective implementation and embedding of equality, diversity and inclusion
- To share the Service's commitment to safeguarding and promoting the welfare of children and vulnerable adults
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach employees as required
- Attend meetings as required and submit information in appropriate formats as required
- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service

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### Behaviours we are looking for:

- **Professional:** Upholds integrity, compassion, and respect. Values diversity and advocates inclusiveness
- **Connected:** Personable with strong communication skills. Builds meaningful relationships and manages stakeholders effectively
- **Empowering:** Supports team success, celebrates achievements and fosters a collaborative environment
- **Ambitious:** Creative problem solver who embraces new technology. Proactive and able to juggle multiple projects

### REQUIREMENTS: Essential Criteria

*The skills, knowledge, qualifications and training required to perform the role*

#### Qualifications & Training:

- Five GCSEs or equivalent, including (A\*-C/9-4) in English and maths and/or extensive practical experience within the specialist field
- Level 1 Children's & Adults Safeguarding Training
- Level 2 Children's & Adults Safeguarding Training
- Level 3 Children's & Adults Safeguarding Training, or willingness to work towards
- Prevent making referrals and Channel panel training
- FGM, Modern Day Slavery, Exploitation and Prevent Training
- I.O.S.H or working towards
- Full valid UK Driving Licence

#### Experience:

- Experience of safeguarding children, young people or vulnerable adults within a previous role
- Proficient in IT systems and applications for various tasks.
- Excellent planning and organisational skills, with the ability to meet time-sensitive deadlines and attention to detail.
- Adaptability and openness to change, actively supporting new initiatives.
- Excellent written and verbal communication skills
- Exceptional customer service and presentation skills to engage with diverse audiences.
- Self-motivated, able to work independently without direct supervision.
- Experience of maintaining confidential data.
- Ensures accessibility and responsiveness for vulnerable communities.
- Engages effectively with communities using appropriate communication channels.

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- Supports employee training and resource allocation to meet diverse community needs.

#### Skills & Knowledge:

- Comprehensive understanding of diversity and equality, ensuring integration into all safeguarding activities.
- Thorough knowledge of safeguarding procedure, legislation and reporting systems, with the ability to confidently implement appropriate actions.

### REQUIREMENTS: Desirable Criteria

#### Qualifications & Training:

- Individual management review training (IMR author)
- Level 4 Children's & Adults Safeguarding Training
- Internal Quality Assurance (IQA) qualification

#### Experience:

- Experience in writing guidance documentation, policies, and procedures

#### Skills & Knowledge:

- Knowledge of cross-departmental processes and governance

### ANY ADDITIONAL INFORMATION: *Information relevant to the role.*

The post holder will be expected to have a flexible approach to work, possessing a high level of integrity, honesty, reliability and confidentiality.

This role profile will be supplemented by annual objectives, which will be developed in conjunction with the role holder. It will be subject to regular review and the Service reserves the right to amend or add to the content listed above.