

Job Description

Role Title: Helpline Practitioner
Salary: £20,250.00 per annum (pro- rata)
Hours: Part and Full Time available
Contract: 12 month fixed term contract
Reporting to: Professionals Online Safety Helpline Team Leader
Job Location: Exeter

1 Job purpose

The role will work on our Professionals Online safety Helpline (POSH). The role will involve responding to calls, emails and reports, offering advice and support that will help to resolve issues relating to online safety/safeguarding. The service primarily supports schools (and other children's professionals), so the post holder will be able to offer advice on a wide range of issues from cyber-bullying, to monitoring and filtering. Some of the time will be spent viewing content and reporting this to industry platforms for removal. This will usually be low-level harmful content, however, there will be times where the post holder may be exposed to graphic content while undertaking this work. Appropriate support and clinical supervision will be offered to staff to help deal with this.

Responses will be made via email and telephone using an internal database to log call notes and send replies to incoming emails. Training to use telephone system and database will be provided. Working with a range of stakeholders will be necessary including, police, teaching unions, online safety NGOs s and primarily social media/other platforms.

2 Key responsibilities

Creativity and Innovation

- Understanding and having an interest in online youth culture, identifying and responding to new trends and behaviours online. Keeping up to date with new apps and sites of interest.
- Liaising with members of the UK Safer Internet Centre team, consortium partners, SWGfL Project Team, Stakeholders, Professional Associations, Service Providers, European Commission, Insafe and Inhope network members to maintain effective and efficient working relationships.

Contacts and relationships

- Professionals working with children and young people from a variety of organisations.
- Wider sister helplines team comprising of the Report Harmful content platform and the Revenge Porn Helpline
- UK Safer Internet Centre team
- South West Grid for Learning team and UKSIC consortium partners; Childnet and IWF (Internet Watch Foundation)
- Professional Associations and Unions
- Service providers (e.g., Facebook, Twitter, TikTok)
- Insafe and Inhope network members
- Stakeholders
 - Industry
 - NGO's working in the online safety child and adult space
 - Government organizations
 - VAWG charities and NGO's

Decisions – Discretion

- Using experience, coupled with systems, policies and processes, conclude and offer advice to people contacting the helpline
- In line with procedures, decide if the issue requires escalation, perhaps due to complexity, impact or risk
- Undertake such duties and work hours as agreed with the Professionals Online safety helpline manager.

Resources

- Responsible for recording and maintaining a database of all communications
- ICT systems to communicate with stakeholders

Work Environment

- Work is mostly office based at the SWGfL Office with high keyboard usage , telephone calls – some travel across the UK and Europe as necessary

Knowledge and Skills

The knowledge and skills required are set out in the below person specification.

Key tasks include:

- Responding to emails and inbound telephone calls, as well as making follow up outbound calls.
- Prioritising, managing and organising work, in conjunction with the Helpline Managers based on urgency as required.
- To be able to handle difficult and emotional reports and/or complaints in a professional, polite, calm and empathetic manner
- To provide professionals with clear, appropriate and effective advice and support
- To escalate reports as required
- Liaising with stakeholders, professional associations, unions and service providers in certain circumstances to progress and resolve issues as required
- Support the helplines Comms Officer with awareness-raising and targeted campaigns via social media and other channels
- Assisting in the preparation of reports
- Providing support to other members of the helplines and wider team when requested

KEY DIMENSIONS

- Providing professionals with effective support and advice
- Awareness of the safeguarding agenda
- Liaison with stakeholders, associations, unions and service providers
- Clear communication skills

Company Benefits

- Substantial Leave Allowance progressing to 25 days in second year of service and 30 in third year of service, plus bank holidays
- Pension with generous contributions from SWGfL
- Medical Healthcare benefits including dental, optical, chiropody and therapy treatments including physiotherapy, plus many more Health and Wellbeing services.
- Online Employee discount platform; saving you money on everything from groceries to holidays, fashion and electronics.
- Cycle to Work Scheme
- Benefits for you and your family including tax-free childcare and annual flu jab, voluntarily available for all staff.

PERSON SPECIFICATION

| Attributes | Experience / skill | Essential / Desirable | Means of Evaluation |
|------------|--------------------|-----------------------|---------------------|
|------------|--------------------|-----------------------|---------------------|

| | | | |
|---------------------------------|--|-----------|----------------|
| Education & Training Experience | GCSE Maths and English or equivalent | Essential | Appl/Interview |
| | Educated to A Level or Equivalent | Desirable | Appl/Interview |
| | Educated to Degree Level or Equivalent | Desirable | Appl/Interview |
| | Experience in a support environment | Desirable | Appl/Interview |
| | Helpline or telephone counselling experience | Desirable | Appl/Interview |
| | Experience working in schools or with young people directly | Desirable | Appl/Interview |
| Knowledge & Skills | Experienced in the use of computerised systems including word processing, spreadsheet, Outlook, PowerPoint and Project Management packages | Essential | Appl/Interview |
| | Data analytical skills to enable importing and manipulation of data and produce reports | Essential | Appl/Interview |
| | Understanding of the Violence Against Women and Girls agenda, such as domestic abuse and harassment issues. | Essential | Appl/Interview |
| | Having an understanding of safeguarding young people and of their online world. | Essential | Appl/Interview |
| | Experience of following work policies and procedures | Essential | Appl/Interview |
| | Ability to record and log written and verbal communications within call management systems | Desirable | Appl/Interview |
| | | Desirable | Appl/Interview |
| | Understanding of Criminal Justice system | Desirable | Appl/Interview |

| | | | |
|-------------------------------|--|-----------|----------------|
| | Understanding of the Online Safety Bill | | |
| | Research analysis and report writing | | |
| Communication & Interpersonal | Ability to communicate and work effectively, calmly and persuasively not only verbally, but also face to face and in written form | Essential | Appl/Interview |
| | Excellent interpersonal skills including confidentiality and sensitivity | Essential | Appl/Interview |
| | Ability to work as part of a team and develop effective, supportive and respective relationships with colleagues at all levels | Essential | Appl/Interview |
| Personal Qualities | Tenacity – to own issues until resolved | Essential | Appl/Interview |
| | Ability to work accurately under pressure (to meet deadlines, etc), demonstrating a logical and methodical approach to dealing with workloads. | Essential | Appl/Interview |
| | Resilience – work can be challenging and at times distressing. | Essential | Appl/Interview |