

Job Description

Role Title:	Helpline Practitioner
Salary:	£20,250.00 pro rata per annum
Hours:	Full Time, Monday to Friday- 37 hours per week
Contract:	3 month fixed term contract with a view to extend following confirmation of additional funding
Reporting to:	Harmful Content Manager
Job Locations:	Exeter

1 Job purpose

The post holder will be responsible for responding to reports made via the Report Harmful Content (RHC) platform, supporting members of the public across the UK with online safety issues, on commonly used social networks, gaming and messaging platforms. The role will involve responding to clients, offering advice and support that will help to resolve the underlying issue. The practitioner appointed will spend time searching for content and reporting this to industry platforms for removal. **There will be an element of exposure to harmful content in the role. Appropriate support and clinical supervision will be offered to staff to help deal with this.**

Responses will be written. It is anticipated that in order to help the clients, liaison with a range of external organisations and stakeholders will be required, such as service providers, professional associations and unions, in particular with internet industry and the police.

The post holder would ideally have experience and an interest in using social media as a tool for awareness raising and promotion.

On occasion, the post holder will provide cover for the Professionals Online Safety Helpline (POSH), supporting professionals working with children with online safety issues, which will include verbal responses at times.

2 Key responsibilities

Creativity and Innovation

- Liaising with members of the UK Safer Internet Centre team, consortium partners, SWGfL Project Team, Stakeholders, Professional Associations, Service Providers, European Commission, Insafe and Insafe network members to maintain effective and efficient working relationships.

Contacts and relationships

- Members of the public aged 13 and over who have experience or are supporting someone who has experienced online harm
- UK Safer Internet Centre team
- South West Grid for Learning and consortium partners; Childnet and IWF (Internet Watch Foundation)
- Professional Associations and Unions
- Service providers (eg. Facebook, Twitter)
- Insafe and Insafe network members
- Stakeholders (eg. industry partners)

Decisions – Discretion

- Using experience, coupled with systems, policies and processes, conclude and offer advice to people contacting RHC and, on occasion, POSH
- In line with procedures, decide if the issue requires escalation to resolve an effective response, perhaps due to complexity, impact or risk
- Undertake such duties and work hours as agreed with the Harmful Content Manager

Resources

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

Work Environment

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

Knowledge and Skills

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

Key tasks include:

- Responding to inbound reports, emails and occasionally telephone calls
- Prioritising, managing and organising work, in conjunction with the Harmful Content Manager 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 clients 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
- Promotion of RHC via social media and other channels
- Assisting in the preparation of reports
- To provide support to other members of the team when requested

KEY DIMENSIONS

- Providing members of the public 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 Childcare vouchers and annual flu jab, voluntarily available for all staff.
- Bi-annual Company Team Days

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

Knowledge & Skills	Experienced in the use of computerised systems including word processing, spreadsheet, Outlook, PowerPoint and Project Management packages	Essential	Appl/Interview
	Understanding of Safeguarding in relation to online safety.	Essential	Appl/Interview
	Experience of following work policies and procedures	Essential	Appl/Interview
	Ability to record and log written and verbal communications within the call management systems	Essential	Appl/Interview
	Understanding and experience of the spectrum of Children's Workforce Professionals – what their respective needs and functions are	Desirable	Appl/Interview
	Understanding of Criminal Justice system	Desirable	Appl/Interview
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 respectful 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
	Active contributor on social media and interest in its use as a tool for marketing	Desirable	
	Experience in social research	Desirable	