

Head of Safeguarding and Support

NCO Job Recruitment Pack



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1. About National Children's Orchestras

Purpose

Our purpose is to champion the life-changing power of music.

Mission

Together, we are using the power of music to create a supportive community that enriches lives.

We empower children to uncover the joy of orchestral music, unleash their creativity, realise their ambitions and embrace a future filled with endless possibilities. The confidence, resilience and teamwork learned through music become skills for life, wherever each young musician's journey takes them.

National Children's Orchestras (NCO) was founded in 1978 by Vivienne Price MBE who recognised a lack of provision for younger aged musicians to engage with orchestral music. NCO set out to provide opportunities for children aged 8-14 to discover the joy of orchestral playing at the highest level, during a period of their lives when many give up their music as they transition to secondary school. Fast forward 48 years, there are approximately 24,000 NCO alumni, many of whom are professional musicians and music teachers across the globe.

Today, nearly 2000 children aged 8-14 connect with NCO each year. They take part through:

- Auditioned orchestral weeks and weekends
- Non-auditioned workshops
- Activities with schools and hubs
- Free tickets to concerts

The next few years will be defined by a significant expansion of free, non-auditioned activities and initiatives, increasing NCO's reach and impact by enabling thousands more children to play together, to be creative and to embrace the possibilities that music can offer them.



Our values influence everything we do and how we do it.

We believe no *dream* is too big.

When we're free to dream, explore, create and play, the world opens up. In music and in life, dream big – you never know what incredible things you'll discover along the way.

Dare to Dream



**We believe orchestral music shapes
*skills and hearts.***

Orchestral music is a wondrous world that nurtures empathy, resilience, and the courage to face whatever life throws our way. It builds strength of spirit, deepening connections to ourselves and the world around us.

Strength of spirit



**We believe everyone has their own
*brilliance.***

Everyone has a unique potential waiting to shine. In a supportive, inclusive environment, we can discover our own brilliance, find our voice, and grow with confidence and creativity.

Every Voice Matters



**We believe in the power of
*community.***

Our power lies in our unity; we grow together, support each other, and become something greater as one.

The Power of Us



Play together. Be unstoppable.

2. Our commitments

Our commitments to our administrative team include:

- A professional development plan for each employee that includes training, support and mentoring and can lead to progression within the organisation
 - Employee Health Plan
 - Real Living Wage Employer
 - Networking opportunities within Bristol and the music/wider arts sector
 - Two team away-days each year when no one does any work!
 - A light, fully accessible and modern office in Bristol's creative quarter, Paintworks, managed by Ethical Property with friendly neighbours also working in charities and organisations that make life better
 - Empathetic arrangements for hybrid working that enable staff to manage their work/life balance and provide parents/carers, or people with disabilities, with the flexibility they need
 - Annual leave allowance - full time employees have 36 days' leave annually inclusive of 8 bank holidays and 5 working days during the charity's Christmas closure period. Annual leave will be pro rata to working days for this part time role.
 - Pension Scheme
 - A rota for car parking and secure bike storage on site
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3. About the role

Head of Safeguarding and support

Reports to: Chief Executive

Key internal relationships: NCO Board, Senior Management Team and Administration, Freelance Support Teams, Music Tutors

Key external relationships: Parents/Carers, LADO, NSPCC

Status: Permanent, 126 days per annum inclusive of 15 days' paid leave including bank holidays (pro rata to the entitlement of 36 days for full-time employees). The remaining 111 working days consist of three categories: Normal Working Days (48), Event Days (48) and On-Call Days (15).

Location: NCO's office is based at Streamline, Paintworks, Bristol.

Normal Working Days can be worked in the NCO office or at home provided there is occasional office presence.

Event Days are location based at weekends and during spring and summer school holidays and require presence at NCO activity across the UK for at least 32 of 48 Event Days each year.

On-Call Days may be carried out anywhere as long as contactable.

Salary: c. £50,000 fte for Working, Event Days, and holidays (111 days inclusive of holiday) plus £50 per On Call Day (15 days) then an hourly rate based on salary if you are called and therefore required to work.

Scope

Reporting to the Chief Executive, this role leads and champions outstanding safeguarding and support for all children and young people who take part in NCO's activities every year. They will ensure that NCO is compliant with all current legislation and guidance in relation to child protection and safeguarding across relevant policy areas and are responsible for the charity's safeguarding policy and its implementation, including delivering organisation wide training.

They act as the point of contact for parents and carers in advance of activities to support behavioural and/or wellbeing concerns and work with NCO's staff and freelance teams to ensure that wellbeing and behavioural policies and procedures are working and reviewed regularly.

As Designated Safeguarding Officer they act as first contact for any safeguarding concerns. During activities, including residential, the HoSS is present or on call to deal with issues relevant to safeguarding and are a critical friend and support to NCO's freelance Support Managers.

The HoSS is responsible for the recruitment, training, management and development of NCO's Support Team and Nurses, with administrative support and resource from the Programmes Team.

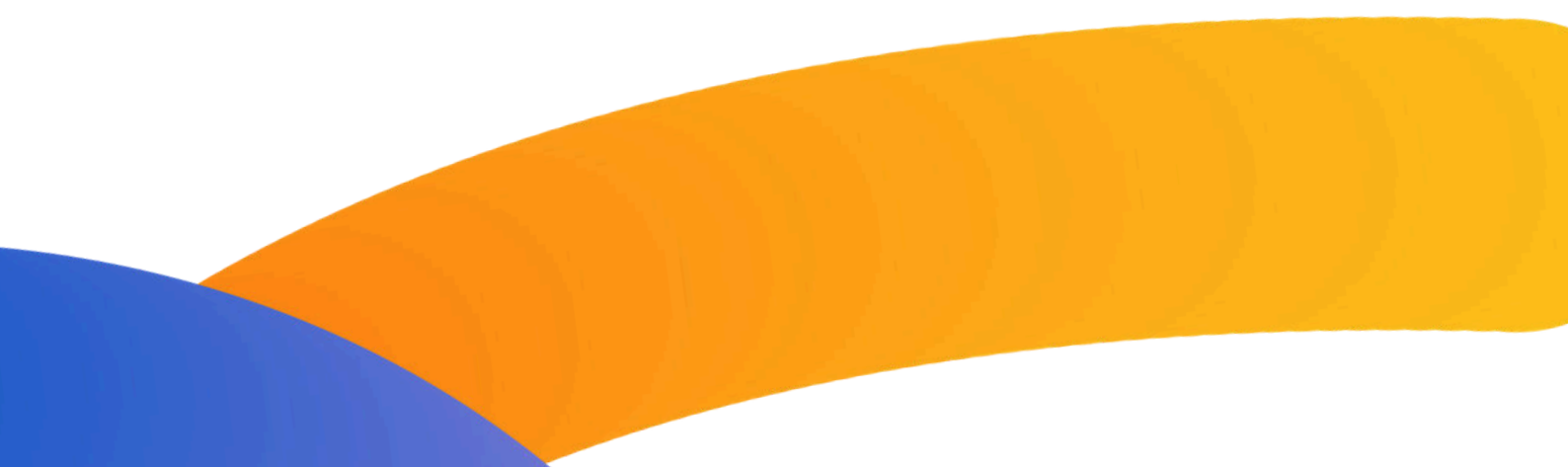
They will play a key role in the development of NCO's equality, diversity and inclusion strategies and will ensure that the organisation provides excellent support to children and an essential focus on wellbeing and inclusion.

Key Responsibilities

Compliance, Safeguarding and Safer Recruitment

- Lead safeguarding practice across NCO in line with current legislation, guidance and organisational policy.
- Maintain oversight of safeguarding compliance, policy development and safer recruitment processes including annual policy reviews (safeguarding, safer recruitment, behaviour and code of conduct) and supporting the annual BOPA application.
- Ensure safeguarding records, reporting systems and procedures are implemented consistently across activity, including through NCO's CRM system (Beacon) and reporting to the NCO board annually.
- Monitor safeguarding practice and contribute to ongoing organisational development and risk management.

Designated Safeguarding Officer (DSO)

- Act as joint Designated Safeguarding Officer with the Chief Executive for NCO.
 - Manage safeguarding concerns, disclosures, low-level concerns and referrals appropriately.
 - Provide safeguarding advice and guidance to staff, freelancers and senior leaders including briefing documents and team meetings at activities.
 - Liaise with external agencies, parents and professionals where required.
 - Maintain oversight of safeguarding decision-making and case management.
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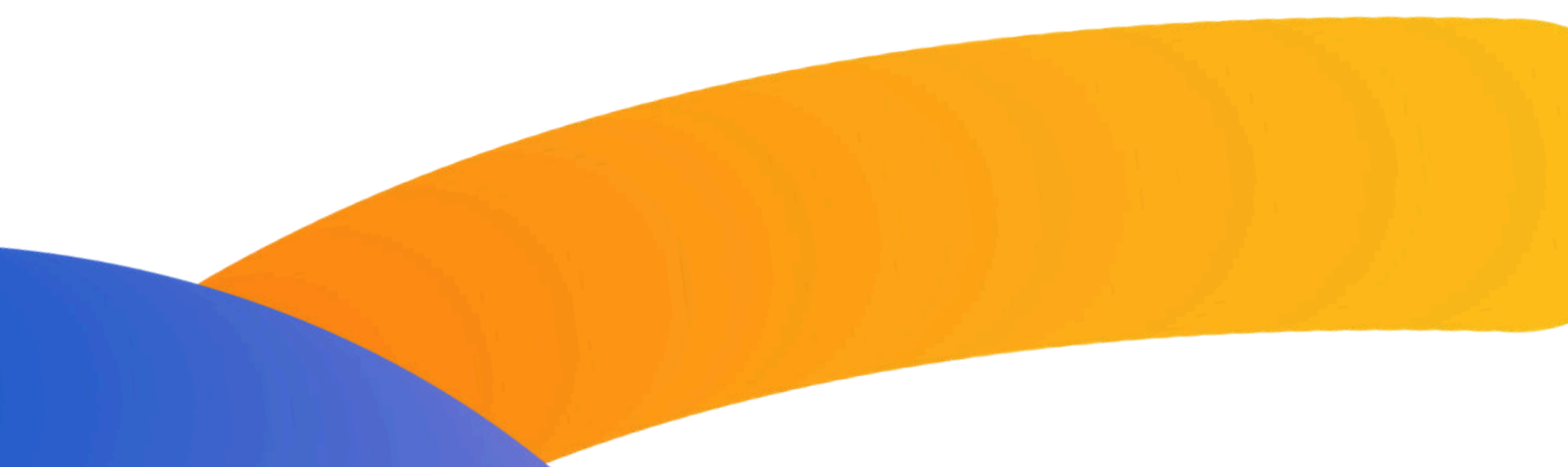
Parent Link

- Act as a key point of contact for parents regarding safeguarding, wellbeing and support needs.
- Liaise with parents of children with additional, emotional, behavioural or medical needs.
- Support communication between families and NCO to ensure children are appropriately supported during activity.
- Respond to concerns relating to child wellbeing, behaviour and safeguarding.
- Liaise with NCO Nurses where the medical and wellbeing needs of children combine.

Training

- Ensure that all NCO board, staff and freelancers are appropriately trained in line with policies, sourcing online options where appropriate.
- Develop and deliver safeguarding training for staff and freelancers at NCO's office and at activities.
- Devise and deliver additional focussed sessions on other related areas, eg. inclusion, managing behaviour and wellbeing as required.
- Support the development of child-centred practice across teams.
- Provide guidance to Music Tutors, Support Teams and wider staff around safeguarding and behaviour processes.
- Ensure safeguarding training across the organisation remains compliant with current legislation and best practice guidance.

Oversight of the Support Team

- Provide pastoral and safeguarding oversight and support to Support Managers and wider Support Teams.
 - Lead on recruitment, induction and development of Nurses, Support Managers and wider Support Teams with administrative support from NCO's Programmes Team.
 - Oversee behaviour and wellbeing processes across activity.
 - Promote joined up working between Music Tutors, Support Teams and wider staff.
 - Support consistent practice and early intervention approaches across NCO activity.
 - Seek post activity feedback from the Support Team and represent safeguarding and support at organisational debriefs.
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4. Who we are looking for

Someone who has the following training knowledge, skills and experience:

- Recognised professional qualifications in youth and community work/social work or equivalent in related field.
- A minimum of 5 years' experience of acting as Designated Safeguarding Officer/Lead for an organisation that works with children and young people.
- Designated Safeguarding Lead training (less than 2 years old).
- A thorough knowledge and understanding of legislation governing the safeguarding of children and young people and the UN Rights of the child.
- Knowledge and understanding of the legislative framework around health & safety and data protection.
- Knowledge of relevant information sharing legislation specific to children and young people and ability to make informed decisions about relevance and proportionality.
- Knowledge of and a commitment to promoting equality, diversity and inclusion, including evidence of Equality & Diversity training (less than 2 years old).
- Experience in shaping and managing organisational policy relating to safeguarding, child protection and equality & diversity.
- Flexibility to attend NCO activities as set out above in locations across the UK and during weekends and school holiday periods in March/April and July/August.
- Experience of managing and training teams of youth and children's work practitioners.
- Excellent interpersonal skills, in particular the ability to network and develop positive relationships with adults and children from all backgrounds.
- Ability to lead and inspire teams of staff, recognising and encouraging individuality, building confidence and promoting skills.
- Ability to develop clear processes, open communication and accessible feedback systems to ensure equal access to opportunities for the Support Team.
- Ability to manage change and to deal effectively with complex or challenging situations in an appropriate and sensitive manner.
- Committed and passionate about empowering and transforming the lives and prospects of children and young people through music.
- Highly organised with the ability to plan and prioritise own workload and to work under pressure.
- Collaborative with experience of working alongside colleagues from different parts of an organisation/institution towards successful outcomes.

You may also have:

- Experience of planning and delivering residential activity with children and young people.
- Experience of creating diversity networks to ensure that all groups have a voice in the organisation.
- Experience in recruitment, selection and retention of freelancers.
- A full UK driving licence is desirable. Applicants who are unable to drive because of a disability will be considered where alternative arrangements can meet the travel requirements of the role.

5. Safeguarding

NCO is committed to safeguarding and protecting the children in our programme. We ensure that our organisation has a range of policies and procedures in place so that we can do everything possible to safeguard our members. Applicants should possess relevant enhanced DBS documentation or be willing to undergo a new check with NCO.

[You can read NCO's Safeguarding Policy on our website.](#)

6. Equity, Diversity & Inclusion

You can read [NCO's Equality Statement on our website.](#)

We are committed to being an Equal Opportunities employer and attracting diverse talent from sections of the community currently underrepresented in the culture sector to help us to develop a more diverse workforce.

[Please fill in this anonymous equal opportunities form before completing your application.](#)



7. How to Apply

[All applications must be submitted using this application form.](#)

You can find the application questions listed below to allow you to prepare them in advance, but you do need to complete the form to apply for the role. You will also need to supply the names and contact details for two references.

- *In place of a cover letter, please use this space to tell us a bit more about why you want to work at NCO and what attracts you to this role (500 words max.)*
- *Please refer to the 'Key Responsibilities' and tell us how your skills and experience meet the responsibilities outlined (500 words max.)*
- *Please refer to the 'We are looking' for section and provide evidence of how your personal attributes, skills and experience meet the criteria. (500 words max.)*
- *Please use this space to succinctly list your work experience and education history in chronological order.*
- *If you have any gaps in your work experience or education and would like to let us know, you can tell us about them here or at interview. (optional)*
- *Please detail your relevant qualifications and any other training you have undertaken.*

If you would like to talk to us about this role before you apply, please email Sophie Lewis (Chief Executive) s.lewis@nco.org.uk

Deadline: **Wednesday 4th November, 9am**

First Round Interviews: **Monday 9th November at NCO's Office in Bristol**

Second Round Interviews (if needed) **tbc**