## Job Specification: Safeguarding Manager

| | |
|---|---|
| **Department:** | Programme Support |
| **Scale:** | PSM 4 |
| **Line managed by:** | Country Director |
| **Responsible for line managing:** | Safeguarding Coordinator |
| **Location:** | Erbil, Iraq with frequent travel in the region |

---

**MAG's Vision is a safe future for women, men and children affected by violence, conflict and insecurity.** People will live in communities where their rights are upheld, with dignity and choice and free from fear from mines, explosive remnants of war (ERW) and the impact of small arms and light weapons and ammunition.

**MAG's Mission is to save lives and build safer futures.** We will use our core skills and distinctive competence to save lives through the removal of mines and ERW, and reduce the impact of small arms, light weapons and ammunition on people and communities. How we do this is as important as what we do – we work primarily with and for communities, for us 'it's all about people'.

---

### Job Purpose:

Reporting to the Country Director and working with other relevant teams (including the safeguarding team at the UK office), the Safeguarding Manager will support the implementation of safeguarding best practice across MAG's Iraq programme as well as support other programmes in the Middle East portfolio where required. They will ensure MAG staff are supported and the programme is compliant against safeguarding standards.

The post holder will work with the Country Director and the Country Management Team, managers, team leaders and supervisors, plus the HR team. They will focus on strengthening a safe culture and environment, promoting safeguarding awareness, staff/survivor support and ensuring that across the programme, staff are encouraged and feel empowered to report.

The post holder manages a Safeguarding Coordinator, who provides technical support in training, investigations, reporting and day to day safeguarding activities.

---

### Job Description:

**Safeguarding culture and awareness:**

- Support in the delivery of safeguarding trainings in order to raise awareness of what safeguarding is and the expected behaviours of MAG personnel. This will include conducting induction training (with HR), refresher training for all staff and support to the Community Liaison (CL) teams on awareness raising with communities and other role specific training as required.
- Support the publication, dissemination and implementation of safeguarding policies, procedures and good practice. This will include ensuring that our policies are conveyed to all levels of staff so that they are easily understood; posters are displayed with correct and up to date reporting details; reporting cards are distributed.
- Act as an adviser to managers when safeguarding issues are raised or where there are concerns identified.
- Work with partner organisations to monitor safeguarding and due diligence, and provide support as required.

**Safeguarding reporting:**

- Establish and manage reporting mechanisms at all levels and for those who come into contact with our work (including all staff at all locations, communities (with the CL team), partners and suppliers).

- Manage and strengthen the reporting mechanisms such as: the hotline and complaints/feedback boxes. Initially acknowledge receipt to complainants within 24 hours. Pass on all complaints to a committee who will establish the type of complaint and identify next steps.
- Strengthen the safeguarding focal point system and the focal group discussion lead systems, train and provide ongoing support.

**Implementation of safeguarding activities:**

- Monitor MAG's progress against safeguarding activities as set out in the safeguarding work plan for the Programme, the dashboard and provide support where gaps have been identified.
- Work with colleagues to identify safeguarding risks across the programme and work on ways to mitigate these risks.
- Support the recruitment and capacity development of locally recruited safeguarding staff and review the option for all responsibilities to be eventually handed over to locally recruited staff.

**Duty of care and support to staff/complainants:**

- During an investigation, be the point of contact for the complainant or victims and to those involved in an investigation. Arrange external support as necessary.
- Be proactive about setting up relationships with external professional expertise such as statutory authorities, police, domestic violence units and women's groups.

**Investigations:**

- Support the HR team and managers to strengthen safeguarding investigative capacity across the programme.
- Support the response to allegations and assist with the planning, management and support to investigations related to safeguarding. This will include providing professional advice whilst also taking into consideration the potential risks to personal safety for those involved.

**Continuous learning and improvement:**

- Represent MAG at appropriate sector events on safeguarding and liaise with other safeguarding professionals to learn from best practice in Iraq.
- Liaise with the safeguarding team at the UK office to learn from the experience of other programmes and gain support in the implementation of activities.
- Following a significant event (an investigation or incident) conduct a lessons learnt exercise to ensure continuous learning and improvement.

**Staff welfare and engagement:**

- Develop programmes designed to improve the quality of life of staff members across the programme.
- Alongside the country management team and the HR team, ensure an inclusive approach is adopted across the programme.
- Ensure access for staff to individual counselling externally by providing referrals and information about the available resources and insurance coverage for work related issues (work-related stress, trauma, interpersonal conflicts, harassment, and job insecurity, mental health and personal issues (family, marital, children or finance related problems). Advise on mental health resources and maintain the updated list of the verified mental health resources in the region.
- Consult with staff and communities to identify any safeguarding concerns and propose mitigation and preventive measures to minimise safeguarding, health and safety risks.

<u>All staff are expected to undertake the following general duties:</u>

- Work within the framework of MAG's core values, promoting its ethos and mission statement.
- Work towards achieving programme and/or department business plan objectives.
- Ensure familiarity with and adhere to all MAG policies and procedures and keep informed of MAG activities.
- Travel overseas, sometimes to developing countries and areas in conflict, as and when required.

- Understand and uphold the standards outlined in MAG's Safeguarding Framework, acting with due care and attention to safeguard the wellbeing of anyone that comes into contact with MAG's work and reporting concerns if they do arise.

This is a non-contractual document that can be varied from time to time as circumstances dictate. This job description is intended to summarize the main duties and responsibilities of the post; this is not intended to be a full and exhaustive list of tasks. All MAG staff are expected to demonstrate flexibility and willingness to perform appropriate tasks when the need arises.

---

## Person Specification

**Essential Experience**

- Experience of working in a role that supports safeguarding, PSEA (Protection from Sexual Exploitation and Abuse), gender based violence or protection of children or vulnerable adults
- Experience of counselling or providing welfare and psycho social support to staff
- Experience of supporting, designing and delivering safeguarding training for a range of audiences.
- Experience of identifying and mitigating risks
- Experience of conducting investigations and resolving safeguarding issues

**Essential Skills and Knowledge**

- Strong communication skills, especially active listening, strong facilitation and presentation skills and in English
- Ability to work collaboratively with a wide range of people and at different levels

**Essential Aptitude**

- Demonstrable interest and commitment in working to prevent sexual exploitation and abuse
- Demonstrable interest in working with complainants, victims/survivors of safeguarding incidents
- Empathy for the challenges complainants face in reporting and the pressures an investigation places on all those involved.
- The ability to demonstrate integrity and sound judgement.
- Encourages positivity and has a solution-focused, proactive and optimistic approach to work
- Interest in and commitment to MAG's humanitarian mandate
- Ability and willingness to travel sometimes at short notice.

**Desirable**

- Experience of working in a stand-alone safeguarding position, preferably in an International NGO setting.
- Experience of working in the safeguarding of vulnerable adults and children

| | |
|---|---|
| **Signed employee:** | **Date:** |
| **Signed manager:** | **Date:** |

January 2022