

JOB SPECIFICATION

Job Title:	Pastoral Care Officer
Responsible to:	Head of HR & Standards (but with direct access to the President)
Salary:	£26,000 – £35,000 (+ 8% employer pension)
Tenure:	Permanent
Hours:	Full time, 37.5 h week
Location:	Liberal Democrat HQ, Westminster, London SW1P 3AE

Purpose of job

The Liberal Democrats have for the past six years employed a Pastoral Care Officer, responsible for supporting party members and staff who encounter difficulties in connection with their membership of, or employment by, the party. The post-holder intervenes as necessary and provides or signposts support as appropriate.

The successful applicant works in particular to ensure that any concerns relating to personal conduct within the Party are managed appropriately, and that any issues which cannot be resolved locally are referred to the Standards Officer for consideration within the Party's disciplinary process, or to the Head of HR if it is a staff disciplinary matter.

The post-holder is responsible for monitoring complaints of this sort, ensuring they are fully recorded, arranging appropriate Pastoral Care Services if required, and acting as Safeguarding Officer in the Party for young people and vulnerable adults.

The Pastoral Care Officer plays a role in promoting positive behavioural practices throughout the Party.

Developing the role further for the future, within the HR team the post-holder will act as 'wellbeing officer' providing a practical first port of call for staff with worries about occupational health, domestic, financial, emotional, safety, security or harassment issues. They will help find and signpost appropriate professional support (but are not expected to provide specialist care and should not attempt to do so).

Focusing on the mental and physical health, the post-holder will design and implement policies and practices to improve overall occupational health and wellbeing of Party and Parliamentary staff, gathering data as relevant and working with the Party's occupational health providers.

It will therefore be important to keep up to speed with the latest thinking on this topic and try different techniques and technologies to influence workplace wellbeing and improve productivity and performance.

Independence of action

While this post sits within the HR department at Lib Dem HQ, the post-holder uniquely has direct and untrammelled confidential access to the Party President, and to the designated Whistleblowing Respondent. They will be entitled – and expected – to use their access to the President to:

- refer any matter about which they have serious concerns
- warn of any matter likely to be of reputational impact on the Party
- report on trends and performance on pastoral and behavioural issues

Key Responsibilities

1. Act as the Party's advocate to sponsor positive behavioural practice for all Party members, elected office-holders and their staff by developing and maintaining effective professional working relationships with regional and local Party officials, HQ and Parliamentary staff.
2. Work with Party and Parliamentary staff, regional and local Parties to ensure Party members, volunteers and staff are aware of the policies and procedures in place to moderate conduct.
3. Manage and documentation on the Liberal Democrats' website to ensure ease of access and reference to relevant policies and information.
4. Ensure training is provided on behavioural standards as needed, with particular reference to residential events, including advice on how to address complaints.
5. Develop simplified best practice and positive behaviour guidance for use by Party members.
6. Support local Parties in following appropriate policies and procedures such as the Party's Bullying and Harassment Policy and Procedure; act as a point of contact and give advice on how to manage concerns locally in the first instance.
7. Advise and support individuals who wish to escalate matters which have not been resolved through policies and procedures locally. Refer matters to the Party's Standards Officer, and also receive referrals from the Standards Officer as appropriate. Monitor outcome of each case reported.
8. Keep appropriate records on all incidents and report regularly as appropriate on the numbers, types and locations of incidents reported.
9. Act as adviser and/or refer people to counselling services as necessary.
10. Ensure that the dedicated phone line is managed appropriately.
11. Keep up to date with best practice on Safeguarding and ensure any Disclosure Barring Service checks that are required are carried out.

PERSON SPECIFICATION

1. Demonstrably high level of personal integrity.
2. Robust experience of being a trusted adviser.
3. This role may be appropriate for someone with experience in the fields of HR, dispute resolution, counselling, volunteer management, law, social work or general people management.
4. Flexible attitude to working hours including occasional weekend working.
5. Ability to communicate effectively with people at all levels
6. Excellent written and verbal communication skills to varied stakeholder groups.
7. Excellent organisational skills

8. Track record of leadership and teamwork, including interaction at senior levels and under pressure.
9. Ability to generate and maintain absolute trust from a range of diverse interests.
10. Politically astute with strong judgement.
11. Sympathetic to the aims and values of the Liberal Democrats.

APPLICATION PROCEDURE

For questions and further details, and to submit an application, please contact:

hr@libdems.org.uk attaching: -

- 1) A copy of your CV; including complete work history
- 2) A Covering Letter; no more than 2 pages of A4 in length, indicating clearly how your experience and skills meet the criteria stated in the job and person specification. Please also write your name on top of your supporting statement.
- 3) A completed **diversity monitoring form**.

Closing date: Friday 25 October 2019, Midday.

Interview/Start Dates: Interviews will take place in the w/c on 28 October.

Please note: We will not be able to employ you if you are not eligible to work in the UK. We will not be able to obtain a work permit on your behalf.

Applicants are encouraged to inform us if any reasonable adjustments are needed to be made during any part of the recruitment process.

Please let us have details of your current salary and two referees including one from your current employer – if you would prefer us not to contact them until a later stage of the selection process, please let us know.

We will notify all applicants when the process is complete.

The Liberal Democrats are equal opportunity employers and particularly welcome applications from groups who are currently under-represented in our staff.