
WORK WITH US

Digital Engagement and Online Safeguarding Support Officer

Do you want to make a difference? INEQE are expanding their digital engagement and online safety team by creating a number of new full-time part-time positions. Critically the successful candidates will be committed to our child centered ethos and be excited by the prospect of building contemporary products and delivering services that help make children safer.

We want real people who really care about what they do. Candidates from a wide range of backgrounds can apply the experience they have gained from working in health, education, criminal justice and social care; whilst graduates in humanities, social sciences, law, education, interactive media or graphic design can apply their academic and life skills whilst developing new insights and abilities.

We promise your role will not be boring.

You will have four key responsibilities;

- Customer/client engagement
- Maintaining credible, contemporary and relevant safety content
- Participation in the deliver of a number of our training courses and
- Online and offline marketing

This role will include travel throughout the UK and Ireland and will require overnight stays away from home.

It would be good if you have some practical experience but if you don't, provided you have a positive attitude and good interpersonal, communication and team working skills we will provide on the job training.

The successful interview candidates will be required to complete the INEQE Safeguarding in a Digital World (staff) training course.

Responsibilities:

- You will act as the front-line customer-facing representative for INEQE, managing and administering our conferences, events and masterclasses.
- You will be responsible for preparation of post-training analysis and feedback.
- You will ensure that our customer service standards are met by applying a quality assurance approach, personified by attention to detail.
- You will be responsible for the operation of our online reputation oversight functions and the coordination of support for member schools and other clients.
- You will be responsible for research related to safeguarding children and related issues.
- You will have a responsibility for online and offline marketing including operating company social media accounts (in-house training provided)
- Safety Centre – You will be part of the team who update, manage and maintain the h2bsafetycentre, creating short videos and prompt cards every time an app is created or updated.

Essential Requirements:

- Strong communication skills (written and verbal including via telephone)
- Ability to quickly adapt to new technologies and processes
- A good working knowledge of Microsoft Office
- Ability to deliver high quality work to tight deadlines
- Willingness to attend customer meetings as part of the creative/technical team
- Willingness to deliver public facing courses. (Accredited in-house training provided)
- A strong work ethic and desire to develop and grow your own personal skills
- A willingness on occasion to work outside normal office hours and if necessary at weekends
- A willingness to sign up to the Company Code of Conduct including our Appropriate Use of Personal Social Media Policy
- AccessNI clearance (this will be processed by INEQE Group)

Desirable Requirements:

- Active and knowledgeable user of social media platforms
- Experienced in the use of creative software such as WordPress and WordPress plugins, InDesign, Photoshop, Illustrator and Final Cut Pro.
- The ability to deliver training to a wide range of professionals and audiences. A recognised training qualification would be an advantage.
- Strong organisational and problem-solving skills.
- Strong sense of ownership, urgency and drive.
- A full driving licence.

Pay: £14,000 – £24,000 Pro-rata dependent upon skills and experience.

The company is an Equal Opportunities employer and welcomes applications from all who meet our selection criteria.

To apply please send your current CV and one page covering letter to hannah@ineqe.com

Title: Digital Engagement and Online Safeguarding Support Officer

Salary: £14,000 – £24,000, Pro-rata dependent upon skills and experience, OTE

Location: Belfast

Closing date: Ongoing

To apply: CV and covering letter

Interviews: TBC