Safeguarding & Disciplinary Case Officer

British Taekwondo

Job Summary

Are you organised, detail-focused and motivated by work that helps keep people safe in sport? Join British Taekwondo as our part-time Safeguarding & Disciplinary Case Officer and put your administrative skills to work supporting the fair and timely handling of safeguarding concerns, complaints and disciplinary matters. You will keep case records accurate, coordinate correspondence and documentation, and help ensure important actions are followed through.

Working closely with the Head of Safeguarding & Compliance, you will be a helpful first point of contact for members, clubs and other stakeholders, providing clear procedural information and handling sensitive enquiries with care and confidentiality. From supporting fact-finding enquiries and preparing case papers to tracking progress and liaising with external agencies as directed, your coordination will help cases move forward consistently and in line with British Taekwondo policies and procedures. This is an opportunity to combine strong administration with purposeful work that supports a safe and welcoming sporting community.

Key Responsibilities

1. **Administer the British Taekwondo safeguarding inbox**, acknowledging correspondence, recording concerns and enquiries, and referring matters promptly for risk assessment and triage.
2. **Receive, log and track safeguarding concerns, complaints and disciplinary referrals** from initial notification through to closure, maintaining accurate, up-to-date and confidential case records.
3. **Act as a first point of contact** for safeguarding and disciplinary enquiries and complaints, providing procedural information and directing matters to the appropriate person.
4. **Support fact-finding enquiries** by coordinating information requests, arranging meetings and maintaining records in accordance with British Taekwondo's safeguarding, disciplinary and complaints procedures.
5. **Collate and organise evidence and case documentation**, identifying missing information and preparing records to support risk assessment, case management and decision-making.
6. **Monitor case progression and outstanding actions**, maintaining case trackers, following up on correspondence and flagging delays or matters requiring attention to the Head of Safeguarding & Compliance.
7. **Assist in the preparation of case summaries, investigation reports and evidence bundles**, ensuring documentation is complete, clearly organised and available for internal

decision-making, disciplinary panels, appeals and safeguarding case management processes.

8. **Provide procedural guidance and administrative support** to Club Welfare Officers, clubs, volunteers and members, referring complex queries to the Head of Safeguarding & Compliance.
9. **Coordinate the intake and allocation of complaints received by British Taekwondo**, ensuring complaints are accurately recorded, referred for risk assessment and assigned to the appropriate department or responsible officer for investigation and response.
10. **Support the administration of disciplinary hearings, appeals, case reviews and panel processes**, including scheduling, coordinating attendance, preparing and securely distributing documentation, and recording agreed actions.
11. **Coordinate correspondence with external agencies as directed**, including Police, Children's Social Care, Local Authority Designated Officers (LADO), the Disclosure and Barring Service (DBS), UK Coaching and other relevant organisations where appropriate.
12. **Maintain records of safeguarding measures, interim restrictions and risk management plans**, tracking review dates and supporting follow-up actions as directed.
13. **Escalate serious, urgent or high-risk concerns** promptly and appropriately to the Head of Safeguarding & Compliance and relevant external agencies.
14. **Contribute to improvements in case administration**, including templates, trackers, filing arrangements and correspondence processes, to support effective and consistent case handling across the organisation.
15. **Undertake occasional additional administrative and support tasks** to meet the needs of the business.

About the Role

You will bring structure and attention to detail to sensitive work, helping the Head of Safeguarding & Compliance keep cases organised and on track. Your focus will be on administration and coordination, ensuring the right information is available when needed and referring matters for specialist assessment, investigation or decision-making as appropriate.

If you enjoy making processes run smoothly, communicating thoughtfully and keeping on top of competing priorities, this role could be a good fit. You will bring experience in safeguarding or sensitive case administration, a calm and professional approach, and the confidence to work independently within agreed procedures while knowing when to ask for guidance.

Essential Experience and Skills

- Experience administering or coordinating safeguarding, welfare, disciplinary, complaints or professional conduct cases.
- Experience supporting enquiries or case management through accurate record-keeping, correspondence and document preparation.
- Ability to organise case information, identify gaps and recognise matters requiring prompt escalation or specialist assessment.
- Knowledge of safeguarding legislation and best practice relating to children, young people and adults at risk.
- Strong written and verbal communication skills.
- Ability to manage sensitive and confidential information appropriately.
- Strong organisational and administrative skills, with the ability to maintain case trackers, monitor deadlines and coordinate multiple cases simultaneously.
- Ability to work independently within agreed procedures, prioritise tasks and exercise sound judgement about when to seek advice.

Desirable Experience and Skills

- Experience within a National Governing Body of Sport or sports organisation.
- Experience administering hearings, appeals or other disciplinary, complaints or regulatory processes.
- Knowledge of criminal record check processes and safer recruitment requirements.
- Experience working with volunteers and member-based organisations.
- Relevant safeguarding, governance or investigative qualifications.

Hours and Location

This is a part-time role based on 22.5 hours per week, worked flexibly to meet the needs of the organisation and the postholder.

Enjoy the flexibility of hybrid working alongside a welcoming team base at House of Sport on the Etihad Campus, right by the brand-new Medlock Square. With free parking and excellent transport links, the office offers a well-connected setting for team collaboration. The successful candidate will attend the office every Tuesday, with the remainder of their hours worked remotely.

Occasional additional travel may be required for events, meetings, training events and other British Taekwondo activities.

Contract Details

Job Title: Safeguarding & Disciplinary Case Officer
Reporting To: Head of Safeguarding & Compliance
Hours: 22.5 hours per week
Working Pattern: Hybrid
Location: Hybrid (home-based with mandatory Tuesday attendance at House of Sport, Etihad Campus)
Contract Type: Permanent

Start Date: January 2027

Salary: £26,000 per annum pro-rata (actual salary £15,600 per year)

How to Apply

To apply, please submit your CV and a covering letter outlining your relevant experience and suitability for the role to recruitment@britishtaekwondo.org

Closing date: 11 December 2026