



National Welfare Manager

£37,000 to £40,000 per annum dependant on experience

Employee assistance programme, private healthcare and/or health cash plan, 3x salary life assurance, enhanced pension and family policies, golf benefits, discount platform and up to 36 days annual leave (includes bank holidays and company days)

We are committed to equal opportunities and welcome applications from all backgrounds. We are disability confident committed. If you are not able to complete the online application and would like this in an alternative format, please contact Mary-Anne or Amy on hr@englandgolf.org.

We passionately believe that golf belongs to everyone. All who play, and all who aspire to play, must have an equal opportunity to do so. This role will play an integral role in continuing to ensure that golf is a safe sport across England.

The National Welfare Manager is a new position which will ensure that the highest standards of welfare are achieved across England Golf. We are looking for someone who will educate, promote and raise the profile of welfare-related issues across the organisation and nationally. You will be responsible for proactively managing a pool of volunteer welfare officers that are deployed across England Golf events, making sure that they have appropriate induction, training, management, and continuous development to undertake their roles to the highest standards. As the National Welfare Manager you will be responsible for managing, overseeing and escalating any welfare-related safeguarding concerns, working closely with our Lead Safeguarding Officer and wider Safeguarding team, and assisting with investigations where appropriate.

We are looking for someone who:

- Has a safeguarding qualification to a high level and/or training in child protection, safeguarding or welfare sufficient for the position, with prior experience working with children and volunteers.
- Is passionate about welfare and safeguarding and able to promote and educate others on the issue in an engaging way.
- Knowledge and experience of management of people and leading a team with passion and enthusiasm, motivating others, and setting and enforcing high standards.
- Understands the roles and responsibilities of statutory agencies, including Local Safeguarding Boards (Children and Adults).
- Has the ability to undertake risk assessments, understands risk-based principles and can implement mitigation strategies.

This role has been identified as involving access to vulnerable adults and/or children and in line with England Golf policy the successful applicant will be required to undertake an enhanced Disclosure & Barring Service Check and must also have attended a Safeguarding and Protecting Children (SPC) and Time to Listen (TTL) courses or be willing to undertake them. The post is full-time, working Monday to Friday, 9:00am to 5:00pm. The position is based at England Golf Headquarters, The National Golf Centre, The Broadway, Woodhall Spa, Lincolnshire, LN10 6PU.



As the national governing body for amateur golf, we work at the heart of golf in England, supporting and empowering a thriving community of players, counties and clubs to get the most out of the game we love. We value being Inclusive, Honest, Responsible, Excellent and Supportive.

For the full job description please visit our website (www.englandgolf.org/jobs) and to apply please complete the online application process (no CVs please).

Closing date for applications: **15 July 2025 @ 12 noon**

Interviews take place: **Week commencing 21 July 2025 at Woodhall Spa**



Job Description

Job Title: National Welfare Manager (NWM)

Team: Legal and Governance

Responsible to: Legal and Governance Director

Responsible for: Voluntary Welfare Officers (VWO)

Purpose:

To ensure the highest standards of welfare are achieved across England Golf and throughout the sport of golf. To educate, promote and raise the profile of welfare-related issues across the organisation and nationally. To proactively manage a pool of volunteer welfare officers to be deployed across England Golf events.

Working Relationships:

Internal:

- Lead Safeguarding Officer, and other Safeguarding Officers – regular meeting and communication.
- Performance Director, Deputy Performance Director, Managers, Assistant Managers and County Talent Manager – regular communication.
- Managers and Staff – Legal and Governance Director, People Director, HR Officer, performance administration team and other England Golf staff.
- County Unions, Associations and Unified Counties – active engagement with welfare officers and proactive communication with county staff and volunteers.
- Clubs – active engagement with club welfare officers to promote implementation of safeguarding standards at club level, communication through club owners, staff, members and volunteers.
- Golf Case Management Group – communication and attendance at meetings if required.

External:

- NSPCC Child Protection in Sport Unit (CPSU) – representation of England Golf and engagement as required.
- Liaison with other National Governing Bodies.
- Liaison with other golf bodies, including the PGA, Golf Foundation and Golf Union Wales.

Main Duties & Key Responsibilities:

Management and Oversight of Individual/Player Safeguarding:

- To proactively manage the pool of VWO's and provide appropriate induction, training, management, support and continuous development to undertake their role to the highest standards.
- To assume responsibility for the VWO pool as a whole, including ensuring there are sufficient VWO's to call upon as and when required to ensure appropriate levels of welfare coverage across the England Golf training and events calendar, to ensure the VWO's are adequately trained to deliver excellent welfare provision and to

- ensure that the VWO's are fit and appropriate to perform the role, including all appropriate security checks have been undertaken and remain current at all times.
- Manage and take responsibility for the delivery of all welfare matters across England Golf, including the promotion of welfare-related issues and the provision of education to golf clubs and counties to ensure welfare across the sport of golf is prioritised.
- To manage, oversee and escalate any welfare-related safeguarding concerns as per England Golf safeguarding policies, informing the Lead Safeguarding Officer/appropriate team manager, and assisting with investigations.
- In conjunction with the Lead Safeguarding Officer, to liaise with appropriate authorities on reported cases (police, social services, Local Authority Designated Officer's (LADOs) etc) and to invoke, manage and participate as necessary in child protection procedures as and when required.
- To be the management level point of contact for volunteers, staff, players and families on welfare-related matters, mobilising support where required to ensure that welfare concerns are appropriately addressed.
- Proactively work with the Performance Team, the Safeguarding Lead and/or the Legal and Governance Director to organise, implement and oversee the welfare provision across the annual England Golf calendar.
- In consultation with the England Golf Team Manager, to manage, oversee and ensure that robust event safeguarding planning is completed and adhered to for each event (to include risk assessment of travel, accommodation and supervision and appropriate consent forms and records (i.e. codes of conduct) are maintained, communicated and fully adhered to.
- For events that are deemed to require it, working with the Legal and Governance Director, Safeguarding Lead and in consultation with the Performance team to plan and coordinate for VWO's travel to events and coaching sessions with the England Golf squads to ensure the delivery of welfare as appropriate, or where necessary, to attend events directly (The requirement for the NWM to have time away with the squads will vary depending on the event calendar. It is envisaged time away might make up around 20%-30% of the NWM's working time, with the aim of mobilising VWO's where appropriate to undertake the 'on the ground' welfare officer duties for squad training and events).
- Provide advice and support to players, coaches and parents on welfare matters and to proactively mobilise support and other material resources from voluntary and statutory resources where required, maintaining a supervisory and management role for VWO's across England Golf.
- To maintain high level knowledge of welfare and safeguarding related matters across sport and golf as the organisation's welfare expert, including a deep understanding of issues relating to welfare and safeguarding in sports environments, such as those arising from the Whyte Review and other appropriate sources that aim to improve and promote welfare provision across sport, and to ensure any requirements from those sources are adhered to and/or implemented.
- To create, maintain and ensure adherence to a Code for Welfare for England Golf, with the aim of providing clarity of expectation, and clear operating practices, for those delivering welfare provision on behalf of the organisation.

Policy:

- Proactively lead on any policies pertaining to the issue of welfare across England Golf and/or nationally within the sport of golf and to ensure all appropriate policies,



procedures and provisions are in place to achieve the highest standards of welfare across England Golf.

- Support the Lead Safeguarding Officer in the implementation of policy, procedures and guidance in relation to safeguarding.

General:

- Lead on the accurate recording of and dissemination of welfare-related information across England Golf and the wider golf community across England.
- Supporting the Lead Safeguarding Officer in the development and monitoring of the Safeguarding action plan.

Dimensions/Resources:

Staff:

- Coordination and oversight of the volunteer welfare officers.

Financial:

- N/A

Administrative:

- Safeguarding Tribunal and Golf Safeguarding Action Group: training, meeting administration, agendas, minutes and attendance as required.
- CPSU Lead Officers Support Forum: attendance as required

Location:

England Golf Headquarters, Woodhall Spa, Lincolnshire. Extensive UK travel is likely with occasional travel abroad.



Person Specification

Job Title: National Welfare Manager

Team: Legal and Governance

	ESSENTIAL	DESIRABLE
Attainment:	<ul style="list-style-type: none">• Sufficient educational attainment to demonstrate ability to carry out the role to the required standard.• Safeguarding qualification and/or training in a child protection, safeguarding or welfare role.• Safeguarding training and experience evidenced to a high level.	<ul style="list-style-type: none">• Completion of recognised designated safeguarding officer training at Level 2.
Knowledge:	<ul style="list-style-type: none">• Understanding of:<ul style="list-style-type: none">- Welfare- Safeguarding- Sport• Understanding of roles and responsibilities of statutory agencies, including Local Safeguarding Boards (Children and Adults).• Knowledge and experience of safeguarding and working with children.• Knowledge and experience of management of people/leading a team• Understanding of data protection and information sharing principles, particularly with reference to sensitive information and data relating to minors	<ul style="list-style-type: none">• Understanding of:<ul style="list-style-type: none">- Safeguarding in sport, and/or a membership organisation• Understanding of performance context in sport/Talented athletes and safeguarding/welfare issues for young people in this environment.• Understanding of the key elements of safe event planning.• Knowledge and understanding of the culture and structure of golf or sport.• An understanding of the principles of equality, inclusion and safeguarding in a sporting environment.• Experience in managing/coordinating volunteers

Skills:	<ul style="list-style-type: none"> • Ability to work under pressure and to meet deadlines. • High level of integrity and trust, with the ability to deal with sensitive and confidential matters. • Robust and accurate record keeping. • Competence in the use of IT tools including spreadsheets, databases, email and word processing. • Excellent written and spoken communication skills. • Ability to analyse and disseminate information. • People management skills. • Proactive and effective management of a volunteer pool comprised of multiple people from a variety of backgrounds. • Effective delivery of education and training programmes. • Leading a team with passion and enthusiasm, motivating others, and setting and enforcing high standards. 	<ul style="list-style-type: none"> • Experience of, or ability to, work effectively with and lead/ coordinate and motivate a team of remote workers/volunteers.
Competencies/ Behaviours:	<ul style="list-style-type: none"> • Excellent interpersonal skills to develop positive and supportive relationships with individuals, players, parent, volunteers and staff at all levels. • Display attitudes and behaviours that respect and value diversity and promote equal opportunities. • Excellent attention to detail and accuracy. • Flexible and adaptable approach. • Reliability and clear understanding of confidentiality. • Comfortable to work independently with high levels of autonomy. • Working as part of a team and with partner organisations. • Ability to lead effectively • Understanding of core values and principles of working with and protecting children. • Forward thinking and innovative. • Calm under pressure, able to lead in a crisis. • Highly motivated, positive, solution focussed attitude. • Resilient. 	

	<ul style="list-style-type: none"> • Passionate about welfare and safeguarding, and able to promote and educate others on the issue in an engaging way • Prepared to challenge, object or raise welfare concerns as appropriate 	
Relevant Experience:	<ul style="list-style-type: none"> • Establishing relationships with volunteers and staff at all levels. • Proactive management of volunteer staff groups • Prior experience of working with children. • Ability to undertake risk assessment, to understand risk-based principles and to implement appropriate mitigation strategies, where required. 	<ul style="list-style-type: none"> • Working within a sport governing body or membership organisation environment. • A background in pastoral care or a designated safeguarding role. • Evidence of experience of volunteering and/or empathy for working with volunteers, and/or leading and managing volunteers
Any other requirement:	<ul style="list-style-type: none"> • Ability to maintain close and effective personal working relationships at all levels of the organisation. • Full UK driving licence. • As required, some foreign travel and extensive travel across the UK - be prepared to work away from home and work weekends/evenings and during the school holidays. • A valid passport. • No restrictions on travelling internationally. 	