

The Pony Club

Safeguarding & Disciplinary Case Manager

The Pony Club is seeking an experienced safeguarding professional to join its central Safeguarding Team as Safeguarding & Disciplinary Case Manager.

This is a key role within The Pony Club's safeguarding and governance arrangements, responsible for the substantive management and progression of allocated safeguarding and disciplinary cases. Reporting to the Head of Safeguarding, the Case Manager will ensure that cases are appropriately assessed, risk-managed, investigated where necessary and progressed through the correct organisational process.

The Case Manager will work closely with the Head of Safeguarding, Lead Safeguarding Officer and, where appropriate, the Safeguarding Case Management Group and other decision-making bodies.

The role will involve working with confidential and sensitive information and with individuals and organisations involved in safeguarding and disciplinary cases.

Key responsibilities

- Take responsibility for the substantive management and progression of allocated safeguarding and disciplinary cases.
- Assess cases, including risk, urgency, evidence and appropriate next steps, and identify any further information required.
- Apply relevant policies, procedures and agreed thresholds, exercising professional judgement about appropriate action, escalation and referral.
- Identify and recommend appropriate safeguarding and risk-management measures where necessary.
- Make appropriate determinations within delegated authority where formal investigation or independent decision-making is not required, ensuring decisions and their rationale are clearly recorded.
- For matters requiring formal investigation, independent consideration or formal decision-making, work with the Head of Safeguarding to ensure the case is appropriately prepared and referred to the relevant decision-maker or governance body.
- Coordinate the gathering, collation and assessment of information and evidence from relevant individuals, professionals and organisations.
- Coordinate investigations where required, including liaising with internal or external investigators and providing procedural support and oversight.
- Prepare clear, accurate and objective case summaries, reports and supporting information for the Head of Safeguarding, panels, committees and other decision-making bodies.
- Act as the principal operational point of contact for individuals involved in allocated cases, communicating clearly, sensitively and appropriately and maintaining appropriate confidentiality and boundaries.

- Monitor case progress, actions and procedural timescales, ensuring cases are appropriately concluded and required actions and recommendations are followed through.
- Escalate and refer cases appropriately where risk increases, circumstances change, or specialist advice, investigation, formal decision-making or involvement from statutory or other external agencies is required.
- Maintain accurate, comprehensive and auditable case records and ensure relevant information is appropriately recorded within the case-management system.
- Identify emerging risks, recurring themes and learning from casework and contribute to improvements in safeguarding, disciplinary and governance processes, including relevant training, policy and practice.

About you

The successful candidate will have substantial relevant safeguarding experience, including experience of safeguarding case management, assessment, risk management and progression of concerns.

You will be able to demonstrate:

- A relevant professional qualification and/or recognised qualification in safeguarding or child protection, together with substantial relevant professional experience.
- Strong working knowledge of safeguarding legislation, statutory guidance and recognised safeguarding practice across the UK (home nations).
- Knowledge and understanding of multi-agency safeguarding arrangements and the roles of relevant statutory agencies, including children's social care, the police and Local Authority Designated Officers (LADOs).
- Experience applying safeguarding thresholds and exercising professional judgement to determine appropriate action, escalation and referral.
- Experience managing complex and sensitive safeguarding concerns, including allegations relating to adults working with or responsible for children and young people.
- Experience coordinating safeguarding investigations and/or working with internal or external investigators.
- Demonstrable experience managing a caseload and progressing cases within defined procedures and timescales.
- Strong analytical skills, with the ability to assess information and evidence, identify risk and determine appropriate next steps.
- Experience making and documenting professional decisions or determinations within a formal policy, regulatory or safeguarding framework.
- Excellent written and verbal communication skills, including the ability to manage challenging and potentially distressing conversations with professionalism, empathy and appropriate boundaries.

- The ability to remain impartial and fair when managing cases involving conflicting accounts or competing interests.
- Strong organisational skills and the ability to manage competing priorities and a complex caseload.
- Excellent record-keeping skills and a strong understanding of confidentiality, information sharing and data protection requirements.
- A commitment to child-centred, fair, consistent and proportionate safeguarding practice, equality, diversity, inclusion and accessibility.
- A commitment to continuing professional development and keeping knowledge of safeguarding practice, legislation and guidance up to date.
- Experience within sport, safeguarding, disciplinary, regulatory or governance environments, including a National Governing Body or sporting organisation, would be desirable, as would experience working with panels, committees or other decision-making bodies. Familiarity with the equestrian sector would also be beneficial.

The Pony Club is committed to ensuring that safeguarding and disciplinary concerns are managed in a way that is consistent, transparent, proportionate and appropriately documented, while supporting organisational learning and continuous improvement.

Role: Safeguarding & Disciplinary Case Manager

Status: Full-time, permanent

Hours: 9-5

Location: Hybrid

Reporting to: Head of Safeguarding

Salary Banding: £40k - £45k

How to apply

To apply, please submit an Expression of Interest to HR@pcuk.org by Mon 16th November 2026, together with:

- A full CV.
- An Expression of Interest of no more than two sides of A4, setting out your relevant skills, experience and personal attributes against the criteria outlined in the full Job Description.
- Your contact details, including telephone number and email address.
- The names and full contact details of two relevant referees.

Please see the full Job Description for further information about the role, responsibilities and essential criteria.

Applications will be considered on a rolling basis and The Pony Club reserves the right to close the recruitment process before the advertised closing date if a suitable candidate is identified.