

Job Description

Job title	<Area Inclusion Lead – SEND Team Manager>
Directorate	PEOPLE : Children and Adults
Division	<Education and SEND>
Range	MPR 6
Reports to	Head of SEND

Main purpose of the job:

To lead Teams to deliver a supportive wrap around service to ensure children, young people and their families are supported to engage effectively in education.

For the families in the area, to lead on and manage the team to deliver the Local Authority's statutory functions in relation to:

- SEND
- Elective Home Education
- Child Missing Education
- Section 19 duties
- Attendance

To ensure excellent relationships with parents/ carers and their young people, championing the development of a customer centred culture.

To maintain excellent working relationships with all schools so that early support and advice can be offered when required.

To manage the Local Authority's statutory functions in relation to SEND, Elective Home Education and Child missing education.

To ensure the delivery of high-quality analysis, evaluation and use of data, information and intelligence, and to support the Head of Inclusion to compile key statutory documents and report (e.g., DFE returns, monthly analysis, Area SEND Inspection).

To co-ordinate partnership arrangements with schools

To ensure processes are efficient and implemented to a high standard of compliance (e.g., in relation to statutory timeframes, facilitating SEND panels, data entry and storage)

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To work with other Hubs teams to ensure a seamless transfer of case information and consistency of practice.

To lead in an area of SEND expertise, (e.g. Children with a social worker (CWSW); EOTAS provision, Post-16 support, EY and KS2 transitions, Quality Assurance).

To successfully, diligently and efficiently manage a caseload of complex cases, and to support others to manage their caseloads with a high level of efficiency and care.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Ensuring high quality service delivery within the allocated Hub(s)

Ensuring teams are trained and upskilled by cascading training relating to a specialist area.

Ensuring statutory timeframes are adhered to.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

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Organisation:

This role reports to the Head of SEND

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

Professional qualifications (level 3 or above) in relevant Inclusion and or SEND subject and / or evidence of ongoing professional development in the fields of expertise required.

Level B (in addition to level A criteria)

Working towards leadership or management qualification or significant training or a commitment to work towards achieving this.

Level C (in addition to levels A and B)

Achievement of a level 5 leadership or line management qualification or equivalent, or significant training

Knowledge

Level A

- Expert in SEND, Inclusion or Education statutory processes.
- Expert knowledge of the legal process for SENDIST complaints and tribunals, supporting tribunal officers with compiling case statements for tribunal hearings.
- ICT expert knowledge of internal procedures and policies to support staff induction and training.
- Excellent knowledge of legislation and frameworks that apply to SEND, education and children (e.g. KCSIE, SEND CoP, Children's and Family Act 2014).
- Knowledge and understanding of promoting independence, resilience and wellbeing for children, young adults and families.
- Knowledge of local authority inspection regimes and Area SEND inspection frameworks, including CQC, ILAC and health inspections.
- Knowledge of safeguarding relevant to vulnerable adults and children.
- Understanding of principles of excellent data quality, data protection and information sharing, and how to apply them.
- An understanding of effective performance management including case audit, service user feedback and application of HR policies and procedures.

Level B (in addition to level A criteria)

- Operational knowledge of Safeguarding policies and procedures.
- An understanding of the role elected members and internal governance arrangements / procedures.
- Knowledge and experience of developing services, policies procedures and practices.
- Knowledge of change management strategies.
- Knowledge of internal related policies and service procedures.

Level C (in addition to levels A and B)

- Substantive working knowledge of HR process and procedures.
 - Deep knowledge of change management strategies and leadership.
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Experience

Level A

- Extensive successful experience working in the Education or SEND arena.
- Experience of supervision or line management of others, including recruitment, performance management dispensary and grievance issues.
- Experience of supporting the development of and / or implements systems for quality assurance and monitoring performance and outcomes.
- Experience of coordinating multi agency teams and / meetings.
- Experience of working with a range of specialists and sharing specialist recommendations with families and educators in an accessible format.
- Experience of successful and diligent management of a caseload from assessment stage through to case management stages and experience of supporting others to manage their caseloads with a high level of efficiency and care.
- Basic experience of budgetary monitoring.
- Relevant experience of working within a LA setting.

Level B (in addition to level A criteria)

- Relevant experience in Local Authority.
- Good experience of budgetary monitoring and managing service resources.
- Experience of raising standards through a programme of informative and impactful staff training and development.
- Experience of developing and implementing policy and procedural change.
- Experience of budgetary management and supporting value for money initiatives.
- Participating in working groups or projects.
- Experience of managing employees and carrying out management responsibilities in line with Medway policies.

Level C (in addition to levels A and B)

- Experience of communication difficult information successfully.
- Experience of Leadership in resourcing services.
- Experience of Leadership in budgetary management.
- Experience of Leading working groups or projects.
- Experience of managing complex people management situations with minimal support. Applying Medway policy and process accordingly.

Skills

Level A

- Commitment to equality and diversity, identifying service strategies to deliver equitable and fair services for users and employees, challenging discriminatory practices and actively managing and promoting diversity.
- Ability to model high levels of professionalism and promote a culture of professional standards and accountability.
- Direct line management of employees and or supervision of case holding staff.
- Ability to maintain productive relationships with a wide range of stakeholders and influence decision making at a strategic level.
- Ability to analyse and interpret varied and complex information to support EHCP processes.

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- Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences including parents / carers, providers and stakeholders.
- Demonstrable ability to lead on the operational activities of the Inclusion and or SEND service, using a range of information on future trends to set measurable performance objectives and inform the strategic thinking to meet future needs and not just existing practices.
- Able to analyse problems and identify solutions across Medway order to meet requirements of the role.
- Ability to use ICT programmes effectively to capture data and monitor performance (e.g. PowerBI, Excel, Synergy, Mosaic).
- With support from HR, manage appropriate HR processes and procedures.

Level B (in addition to level A criteria)

- Skills in implementing effective Inclusion and SEND services for users and employees.
- Demonstrable ability to lead productive relationships.
- Good report writing skills that capture varied and complex information
- Established skills in managing service performance objectives against national, statutory and local targets.
- Established ability to be solution focused on relation to meeting statutory targets and timescales.

Level C (in addition to levels A and B)

- Leadership skills in operational development.
- Excellent report writing skills that support the development of strategies, anticipate challenges and identify solutions.
- Developed skills in creating partnerships to bring about strategic change.
- Excellent interpersonal and communication skills to be able to resolve difficult, complex and sometimes confrontational situations, imposing requirements on unreceptive partners, stakeholders and customers without access to more senior officers.
- Established staff management skills and ability to lead high performing teams meeting statutory timescales and targets.
- A proven track record of an ability to think flexibly and respond quickly in changing circumstances for effective solutions.