



Job Description

Job title	Assessment Hub Lead
Directorate	Children and Adults
Division	Education and SEND
Range	Choose an item.
Reports to	Head of SEND

Main purpose of the job:

To lead and manage the operational delivery of the SEN Assessment Team, ensuring statutory compliance, high-quality Education, Health and Care (EHC) plans, and effective collaboration with families, schools, and partners to improve outcomes for children and young people with special educational needs and disabilities (SEND).

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

Accountabilities and outcomes:

Ensure the SEN Assessment Team delivers timely and compliant EHC assessments in line with the 20-week statutory timeline and the SEND Code of Practice, so that children and young people receive the support they need without delay, improving their access to education and life opportunities.

Oversee the development and quality assurance of EHC plans to ensure they are person-centred, outcome-focused, and legally compliant, so that plans are meaningful, effective, and tailored to individual needs, leading to better educational and life outcomes.

Chair and support transparent, evidence-based decision-making panels in accordance with statutory legislation, to ensure fair, consistent, and legally sound decisions that build trust and confidence among families and professionals.

Build and maintain strong, supportive relationships with parents, carers, and young people, promoting a customer-focused culture, so that families feel heard, respected, and actively involved in shaping the support their children receive.

Collaborate with schools and settings to provide early advice and support, fostering inclusive practices and early intervention, to reduce the escalation of needs and promote positive educational experiences for children with SEND.

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Lead, manage, and develop staff within the SEN Assessment Team, ensuring high standards of performance and professional growth, so that the team is skilled, motivated, and equipped to deliver a high-quality, responsive service.

Monitor and analyse SEND data to inform service improvements and contribute to statutory reporting and inspections, to drive continuous improvement, ensure accountability, and support strategic planning.

Work collaboratively across services to ensure consistent, efficient processes and seamless transitions for children and young people with SEND, so that support is coordinated, timely, and effective throughout their educational journey. ]

At manager's discretion, other activities may be assigned that fit the job description.

### 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 in the role of another member of staff who is responding to a Major Civil Incident.

### Accountabilities to Children and Young People

The children and young people of Medway have said the following qualities are really important to them:

- Be a good listener.
- Be non-judgemental.
- Be consistent and stable.
- Be contactable.
- Understand me.

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- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People’s views and rights in everything you do.

Ensure Children and Young People’s voices are listened to and acted upon.

‘Do what you say and say what you do’.

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:

FIXED - The post holder will be permanently based at Gun Wharf although they may need to work at any location across Medway.

Person specification

All criteria at level A should be considered essential requirements.

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 Expert in SEND, Inclusion or Education statutory processes >

Knowledge

Level A

- 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).

Commented [pj1]: See Level C comment. Also, if a commitment to working towards the qualification is the minimum requirement then can remove the higher “working towards” requirement.

Commented [pj2]: Training requirements are usually incorporated into a personal development plan. Please consider whether the Level 5 qualification is essential for the role (training that does not lead to a qualification suggests that would be sufficient so a qualification would be more of a nice to have rather than necessary) - if not then should be removed.

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- 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

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.

Commented [pj3]: What is the minimum time that would be required?

Commented [pj4]: How long would someone have to have worked at the entry level to be considered a practitioner? 24 months?

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- 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.
- Demonstrates and upholds the highest standards of professionalism, actively fostering a culture of accountability, integrity, and continuous improvement across the team.
- Direct line management of employees and or supervision of case holding staff.
- Can inspire, guide, and motivate team members while maintaining clear, respectful communication.
- Strong decision-making, problem-solving, and organisational skills to manage competing priorities and ensure effective service delivery.
- 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.
- 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 identity solutions across Medway order to meet requirements of the role.

[July 2025 ]

**Commented [pj5]:** Please add in a timeframe that someone would have had to work to gain the experience to be considered as accomplished.

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- Ability to use ICT programmes effectively to capture data and monitor performance (e.g. PowerBI, Excel, Synergy, Mosaic).
- 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.
- Demonstratable 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.
- Able to coach and develop staff, provide constructive feedback, and foster a supportive team environment.
- Resilience and a calm, solution-focused approach in high-pressure situations.

### Level C (in addition to levels A and B)

- Strategic thinking to align team efforts with service goals, strong change management to embed improvements, and performance oversight to drive continuous quality.
- Decisive, process-focused, and capable of motivating high-performing teams while collaborating across services.
- Resilience, adaptability, and a commitment to service excellence in managing evolving priorities and delivering impactful outcomes.
- 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, with the ability to navigate complex, sensitive, and occasionally confrontational situations, while effectively influencing and securing cooperation from resistant stakeholders, partners, and service users.