

## Job Description

Job title	Experts at Hand Programme Lead
Directorate	Children and Adults
Division	Education and SEND
Range	Soulbury 25 – 28 or profession equivalent range
Reports to	Lead Education Professional – Quality and Outcomes

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### Main purpose of the job:

To provide strategic leadership, coordination, and delivery oversight of the Experts at Hand (EAH) Programme, ensuring the successful implementation of a locality-based, multi-agency SEND support model that enables early intervention, strengthens inclusion, and improves outcomes for children and young people.

The postholder will lead system-wide collaboration across education, health, and local authority partners, driving a preventative, intelligence-led approach to SEND support aligned with Family Hubs, Early Help, and commissioning priorities.

The role is central to embedding a sustainable model that ensures specialist expertise is consistently available at the point of need.

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

### Accountabilities and outcomes:

#### Strategic Leadership and System Development

- Lead the development and implementation of the Experts at Hand model, as set out in the DFE SEND reform plan, across all localities.
- Translate SEND reform priorities into a coherent, scalable delivery model that supports early intervention and inclusion.
- Ensure alignment with:
  - Family Hubs and Family Help models
  - Early Years / Best Start in Life programmes
  - Wider SEND transformation and sufficiency strategies
- Champion a preventative, place-based approach targeting need based on data (e.g. deprivation, exclusions, emerging demand).

### Partnership and System Leadership

- Facilitate effective multi-agency collaboration across:
  - Education (schools, specialist services, educational psychology)
  - Health (SaLT, OT, health visiting)
  - Local authority services (SEND, early help, sensory services)
- Build strong, trust-based relationships to deliver integrated working across agencies.
- Act as a senior system leader influencing strategic partners and commissioners.
- Represent the programme at strategic governance boards and partnership forums.

### Programme Delivery and Operational Oversight

- Oversee the mobilisation and phased implementation of the EAH service.
- Ensure consistent delivery of the blended model:
  - Proactive (training, audits, workforce development)
  - Reactive (advice, e-referrals, rapid response)
  - Self-service (digital platforms, service directories)
- Ensure equitable distribution of resources across localities and settings.
- Provide oversight of locality delivery through Inclusion Leads and Family Hub structures.

### Demand Management and Performance

- Lead system-wide demand management processes.
- Monitor patterns of need, service utilisation, and emerging trends.
- Use data and intelligence to:
  - Inform strategic planning
  - Adjust delivery models
  - Support early intervention and prevention
- Develop and implement performance frameworks to measure:
  - Impact on outcomes
  - Reduction in escalation to statutory services
  - Value for money

### Workforce Development and Practice Improvement

- Lead the development of a multi-agency workforce strategy to support the EAH model.
- Ensure high-quality, consistent practice across teams through:
  - Clinical/professional supervision frameworks
  - Practice standards and guidance
  - Continuous professional development
- Build system capacity in mainstream settings through training and coaching.

### Governance, Quality Assurance, and Accountability

- Support and contribute to the Strategic Governance Group, ensuring robust oversight of:

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- Quality and consistency of provision
- Outcomes and impact
- Financial sustainability
- Establish quality assurance mechanisms across all elements of delivery.
- Provide regular reporting to SEND Partnership Board and senior leadership.
- Ensure compliance with statutory duties, safeguarding, and best practice standards. [

## Commissioning and Resource Alignment

- Work closely with commissioning leads across education, health, and care.
- Ensure alignment between EAH delivery and commissioned services.
- Contribute to service specifications, procurement, and contract management as required.
- Maximise the effective use of grant funding and wider system resources.

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.

### Organisation:

This role reports to the Lead Education Professional – Quality and Outcomes

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The post holder will have line management responsibility of the EAH team leads (title tbc) within the hubs

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

### Working Style:

HYBRID - the postholder will be required to work in the office for a minimum of 3 days a week, with the need to spend significant time across the hubs and in schools.

### Person specification

All criteria at level A should be considered essential requirements.

#### Qualifications

Level A

Post graduate qualification in education or health

Level B (in addition to level A criteria)

Level C (in addition to levels A and B)

#### Knowledge

Level A

Strong understanding of:

- SEND legislation and reform agenda
- Early intervention and inclusion strategies
- Locality-based and Family Hub models

Level B (in addition to level A criteria)

Level C (in addition to levels A and B)

#### Experience

Level A

Significant senior leadership experience within SEND, education, children's services, or health.

Proven experience of leading complex, multi-agency programmes or system transformation.

Level B (in addition to level A criteria)

Level C (in addition to levels A and B)

#### Skills

Level A

Exceptional strategic leadership and systems thinking.

Strong partnership and influencing skills across organisational boundaries.

Ability to analyse and use data to inform decision-making and drive improvement.

Highly effective communication skills, including the ability to articulate vision and secure buy-in.

Programme management expertise, including mobilisation and change management.

Values-driven leader committed to inclusion and improved outcomes for children and families.

Collaborative, facilitative leadership style. Resilient and adaptable within a complex and evolving system. Strong commitment to co-production with stakeholders, including families and settings.

Level B (in addition to level A criteria)

Level C (in addition to levels A and B)