

## **MEDWAY COUNCIL - JOB PROFILE**

<b>DESIGNATION</b>	<b>Head of SEND (QI015)</b>
<b>DIRECTORATE</b>	<b>Children and Adults DEPARTMENT Education- Quality and Inclusion</b>
<b>RESPONSIBLE TO</b>	<b>Strategic Head of Education – Quality and Inclusion JOB</b>
<b>FAMILY/LEVEL</b>	<b>Corporate Core / Level 1</b>
<b>GRADE</b>	<b>Service Manager</b>

### **1. MAIN PURPOSE OF JOB**

- To lead the local authority-delivered SEND services, ensuring that they achieve positive outcomes for children and young people and demonstrate the highest standards of service delivery, professional practice, performance management, professional development, staff management, continuous improvement, customer service, support and guidance and financial management
- To work in partnership, bringing together partners (across education, health, social care, other services, parents/carers and children and young people) driving change, challenging behaviors, commissioning and decommissioning services to collectively deliver better outcomes for children and young people with SEND and their families.
- To provide robust and supportive line management; Effectively manage Area teams to ensure that children and young people with EHCPs, their families and other professionals receive the support they need to achieve the best outcomes and that statutory duties are met
- To maintain excellent working relationships with all schools so that early support and advice can be offered when required. Support and develop key networks and relationships both internally and externally, including with other teams and agencies supporting children and young people– to provide a holistic approach to meeting needs
- To lead and manage the Local Authority's statutory functions in relation to SEND
- Lead, develop and monitor processes relating to assessment and provision; for children and young people aged 0-25 ·
- Ensure effective and transparent decision-making is in place and is quality assured – including chairing panel meetings
- Audit provision in schools to inform the development, implementation and moderation of funding systems for allocating resources
- To ensure that the service's performance targets are met and quality standards are upheld
- To exemplify the highest personal professional standards, demonstrating a commitment to personal development and to provide effective leadership and management to staff in the SEND service.
- To ensure the delivery of high-quality analysis, evaluation and use of data, information and intelligence.
- To ensure strategy, business planning and financial decisions are making the most

efficient use of resources.

- To contribute to the effective leadership and management of the division and contribute to the effective alignment and delivery of directorate strategies.
- To co-ordinate partnership arrangements with schools
- Promote the welfare of children and young people and at all times ensure priority is given to safeguarding and that Medway safeguarding policies and procedures are followed.

## **2. PERSON SPECIFICATION**

### **Qualifications**

#### *Essential*

- Educated to degree level or equivalent
- Qualified Education professional or extensive experience working in SEND
- Evidence of continuous professional development

## **3. KNOWLEDGE, SKILLS & EXPERIENCE**

### **Experience**

#### *Essential*

- Experience of managing statutory processes
- Extensive successful experience in a SEND environment, with strong understanding of the SEND code of practice and its implementation.
- Evidence of ongoing commitment to personal development
- Experience of coordinating multi agency teams
- Experience of working with elected members and writing reports for Cabinet, Overview and Scrutiny and other public forums
- Knowledge of local authority inspection regimes
- Understanding of principles of excellent data quality, data protection and information sharing, and how to apply them
- Statistical analysis skills and experience

### **Personal Impact**

#### *Essential*

- Demonstrable ability to build sound, productive working relationships with colleagues, partners (especially parents/ carers and headteachers) and employees.
- Seeks opportunities for partnership working that will benefit the service area
- Ability to communicate clearly both orally and in writing, adapting style to suit different needs
- Demonstrable ability to build a motivated, engaged team. Ensuring that individuals have targets/objectives and development plans, linked to service plans

### **Service Delivery**

#### *Essential*

- Promotes clear decision making

- Assures that the organisation's business processes are compliant with relevant legislation, and that the organisation operates according to the principles embedded in relevant standards
- Demonstrable ability to develop resource plans to meet service requirements drawing up realistic budgets and using information effectively
- Ability to develop a strong service culture, developing, managing and measuring service plans and objectives

#### **4. COMPETENCES**

##### **Strategic vision**

Contributes to the ongoing development and achievement of the strategic vision for the service.

##### **Organisational insight**

Has an extensive understanding of the service, its activities and policies and the market/external comparators for it

Informs and engages with elected members

##### **Inspirational leadership**

Shows strong leadership, promoting equality and integrity. Encourages creativity, innovation and improvement

Influences decision makers to facilitate progress and achievement of objectives

##### **Stakeholder management**

Builds sound, productive working relationships with colleagues, partners and employees.

Seeks opportunities for partnership working that will benefit the service area

Communicates clearly both orally and in writing, adapting style to suit different needs

##### **Service effectiveness**

Develops resource plans to meet service requirements drawing up realistic budgets and using information effectively.

Manages programmes and projects, assessing and dealing with risks

Develops a strong service culture, developing, managing and measuring service plan objectives

##### **Leading change**

Is proactive in instigating change

Makes decisions and solves problems and solves problems within limits of authority, to enable progress

Embeds change, supporting wider council initiatives

##### **Team engagement**

Ensure that individuals and teams have targets/objectives and development plans, linked

to service goals.

Builds a motivated, engaged team

## **5. ORGANISATION**

### **(i) ORGANISATION CHART**

*See attached service organisation chart*

### **(ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED**

This post will be lined managed by the Strategic Head of Education: Quality and Inclusion

### **(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER INCLUDING THE LEVEL OF DISCRETION TO MAKE DECISIONS AND THEIR POSSIBLE CONSEQUENCES**

The post holder will be expected to possess, and display, high levels of independence and initiative. They will be required to lead and evaluate service delivery, considering the impact of recommendations and changes to guidance or operations. The postholder will be accountable for outcomes across the service, including aspects that are legislated and regulated.

They will need to work flexibly and demonstrate the ability to navigate changes to the service effectively, considering the nature of the consequences or outcome of the decisions which will be considered in terms of the effect upon people, property, finance, budgets, policies, objectives, targets etc both inside and outside the department and/or authority.

### **(iv) DESCRIBE ANY SUPERVISORY / MANAGEMENT / MATRIX MANAGEMENT RESPONSIBILITIES**

The post holder will line manage:

- Area Hub leads (Team Managers)
- Lead SEND Complaints and Tribunals officer

### **(v) JOB CONTEXT – DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS**

The main contacts for this post are officers across the council including senior managers, members, other directorate Officers e.g. children's social care. The postholder will also be required to engage with external partners for other SVC agencies, e.g., Health services and community forums, and will need to work effectively and proactively with Parents/ Carers and education providers.

### **(vi) WORK CONTEXT – DESCRIBE ANY POTENTIAL RISK TO HEALTH AND GENERAL WELLBEING**

The postholder will likely receive direct communication from members of the public, particularly if dissatisfied or upset with services and/or seeking action from the LA in respect of the relevant services.

## **6. PHYSICAL DEMANDS**

It is anticipated that the majority of meetings that the post holder for this role will be required to participate in will continue to be held virtually. This will mean the post holder will spend significant amounts of time on their laptop to join these meetings/calls. However, some meetings will be held in person (in the office(s) location or external venue).

Similarly, a large amount of communication may be done via email or other electronic written communication, therefore it is recognised that this may come with an impact in terms of manual dexterity.

## **7. WORK DEMANDS**

This postholder will be working in a fast-paced environment with a number of competing demands. The postholder will need to be agile and work to multiple priorities. This role demands a level of decision making, particularly to resolve issues and conflicts that would otherwise impede the progression of key activities and priorities.

## **8. RESPONSIBILITY FOR PHYSICAL RESOURCES**

The postholder will be required to follow all GDPR and Information Governance policies in the handling of any data and information, including hard-copy files. Allocated hardware (laptop, etc) must also be well-maintained (with IT support available for any issues).

The postholder will be expected to have access to child-level data within case files and case management systems and will also have access to financial data in relation to other services and agencies. The postholder will be responsible for managing budgetary resources and therefore will have access to data that support them in this responsibility.

## **9. WORKING CONDITIONS**

The main location of work will be Medway Council, Gun Wharf. However frequent visits to a wide range of community settings, including schools and education provision settings will be required as part of these roles. From time to time, the post holders may be expected to attend internal and external networking events (e.g. team meetings and events, headteacher conferences), held at external venues. It is anticipated that the majority of meetings, particularly with external partners, would likely continue to be held virtually. On occasion, the post holder may be asked to conduct home visits.