

Job Description



Job Title: SEND (Special Educational Needs and Disability) tribunals, mediations, and resolutions officer	Service Area: Education and Inclusion	
Directorate: Children and Young People Directorate	Post Number: 10028541	Evaluation Number: 7456
Grade: SO2	Date last updated: 29.06.2026	
Accountable to: Compliance and Resolutions Manager		

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

To support the Compliance and Quality Assurance Team in managing appeals and disputes related to Special Educational Needs and Disabilities (SEND), particularly those concerning Education, Health, and Care Plans (EHCPs).

To support the Compliance and Quality Assurance team to ensure that all legal obligations are met in the resolution of SEND cases.

Work alongside SEND Officers, when cases reach complaints, mediation or appeal stages, supporting the SEND panel and individual managers/officers, collaborating with health, social care, and school/college providers to collate evidence and for all other duties in relation to complaints, First Tier Tribunals and mediations.

Support the Compliance and Resolutions Manager and Tribunals lead to ensure the council discharges its responsibilities effectively in relation to statutory appeals to the Special

Educational Needs and Disability Tribunal (SENDIST), which is part of his Majesty's Courts and Tribunal Service (HMCTS).

Work closely with internal and external stakeholders, including parents, legal services, schools and colleges to deliver positive outcomes for children and young people and to limit the Local Authority's exposure to risk of appeals to Tribunal.

Maintain effective case records and data to support regular reporting on complaints, mediations and appeals received by the local authority.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To support the Council's vision to enable every resident under 25 to be safe, happy and cared for, with positive activities to secure their long-term wellbeing.

Liaising with LA partners, schools, health services, social care sections and residents

2. To support colleagues in the wider SEND service to apply legal analysis in consideration of appeals and in decision making.
3. To deliver training and advice to new colleagues to support improved understanding and application of statutory duties
4. To prepare and quality assure evidence documents as required by the Tribunal
5. To prepare the LA case evidence bundle in Tribunal appeals and ensure all tribunal case directions are followed and deadlines met.
6. To work collaboratively and cooperatively with other members of the SEND & Access and Inclusion Service; the Education Service; Schools, Health, Clinical Commissioning Group and Social Care; liaise with parents, schools, specialist services staff and practitioners in relation to complaints, mediations and SEND appeals, dealing with enquiries and providing legal advice and briefings as appropriate.
7. Upon receipt of notice that parents wish to engage in mediation, liaise with the Independent Mediation Service Provider and inform each relevant commissioning body.
8. Upon receipt of complaints, mediations or member enquiries convene Multi-disciplinary professionals to discuss and agree the response to the appeal.
9. Attend Multi Agency planning meetings
10. Maintain an ongoing record of Tribunal decisions in a manner that can be shared as lessons learnt with the Inclusion and SEND service.
11. Attend resolution meetings with parents and other professionals in an attempt to settle disputed issues without the need for formal legal redress wherever possible.

12. Maintain an accurate record of mediation, complaints, member enquiries and appeals cases, tracking outcomes and ensuring these are updated on relevant case management systems
13. Work with SEND 0-25 Services, Commissioning Services, and partners to ensure the outcomes of complaints, tribunals and mediation cases are implemented in practice.
14. Prepare chronologies and any other necessary paperwork, arrange conferences with witnesses and perform other duties in relation to First Tier Tribunals and Appeals. Ensuring all documentation linked to SEND appeals is distributed appropriately and within specified timescales.
15. Take responsibility for ensuring that the computerised database information is accurate and up to date at all times and that action is undertaken as required to ensure production of accurate and timely information.
16. Taking responsibility for continuing self-development, attending training and other opportunities
17. Use management information and data to contribute to policies to help improve efficiency and effectiveness of the service and to ensure consistency of decision making.
18. Implement Newham Council's equal opportunities policies fully and work actively to overcome and to prevent discrimination in any part of the project.
19. Ensure value for money is being achieved and maintain accurate records which enable accurate financial monitoring.
20. The post holder may be required to work evenings, weekends, and occasional public holidays, to meet the requirements of the service.

Personal Specification



Job Title: SEND tribunals, mediations, and resolutions officer	Service Area: Education: Learning, Inclusion & Achievement	
Directorate: Children and Young People Directorate	Post Number: 10028541	Evaluation Number: 7456
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Accountable to: Compliance and Resolutions Manager		

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment

are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

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QUALIFICATIONS:

Desirable to hold a relevant qualification (e.g., teaching, law, social work, childcare, psychology, youth work, advocacy).

Or

Substantial experience of working in case management or managing tribunal, complaints, or mediation support within a Local Authority context.

Application Form/
Professional qualification
certificate

KNOWLEDGE & EXPERIENCE:

Relevant experience of working in the service area / related profession field, with evidence of work responsibilities appropriate to the role and evidence of appropriate professional expertise.

In-depth understanding of The Children and Families Act 2014 & The Special Educational Needs and Disability Regulations 2014; SEND legislation and statutory processes.

An understanding of working within the legal system. Knowledge and experience of the SEND appeal and Tribunal processes.

Experience of assessment and case analysis.

Extensive knowledge of the issues faced by children and young people with special educational needs and disabilities and their families.

Significant experience of conflict resolution, managing disputes and remaining solution focused approaches in difficult situations.

Significant experience of participating with other colleagues on a multi-agency basis to ensure an effective response to complex issues.

Experience of handling confidential personal information in an appropriate and secure manner in line with GDPR regulations.

Application Form/Interview/Test

Application Form/Interview/Test

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Application Form/Interview/Test

SKILLS AND ABILITIES Excellent interpersonal skills. Proven ability to negotiate and persuade and build and maintain effective working relationships at all levels. Proven ability to communicate with, engage with children, young adults, carers, partners and stakeholders, in complex situations. Strong written skills to produce high quality appeal reports and legal case responses. Ability to joint work with a range of professional staff and public, to build and nurture good working relationships; to establish confidence, trust and credibility. Ability to work flexibly and constructively in a team and make a positive contribution to quality improvement throughout the service. Strong advocacy and analytical skills to support problem solving and decision-making skills Strong planning and organisational skills, with experience of working within professional guidelines and organisational policy, to meet targets and deliver positive outcomes. Proven ability to innovate and to identify and work with others to resolve challenges. Good ICT skills - both standard Microsoft applications and social care record and data systems. Good reporting, analytical and recording skills in accordance with expected statutory and internal processes. Proven ability to work under pressure manage conflicting and changing demands through good time management.	Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test
OTHER SPECIAL REQUIREMENTS This post is subject to a DBS check. Willingness and ability to work occasional evenings and weekends to maintain service delivery. Politically Restricted Posts The Local Government & Housing Act 1989 imposes restrictions on political activities for certain categories of local government employees. In accordance with this legislation, this post is politically restricted and as such the post holder must refrain from being a candidate for election, an election agent or sub agent, an officer of a political party, or subcommittee of such a party or canvass, speak to the public at large, publish written or artistic work or display posters in support of a political party or subgroup of such a party.	Satisfactory clearance at conditional offer stage Application Form/Interview Application Form/Interview