Job Description

Job Title: Experts at Hand Cluster Quality Assurance Navigator	**Service Area**: SEND – Experts at Hand	
Directorate: Children and Young People Directorate	**Post Number:**	**Evaluation Number:** 7958
Grade: PO5	**Date last updated:** November 2026	
Accountable to: EAH Team Manager – Operational/Strategic		

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

The Experts at Hand Quality Assurance Navigator is a key role within the Experts at Hand programme, acting as the primary relationship holder and point of contact for schools and settings within an allocated cluster(s).

The postholder will work alongside schools and settings to understand challenges and facilitate timely access to the most appropriate support. Through strong relationships, professional SEND knowledge and effective coordination, the Quality Assurance Navigator will help schools and settings access expertise that strengthens inclusive practice and builds capacity to meet the needs of children and young people within mainstream provision.

The Quality Assurance Navigator will support schools and settings throughout their journey with the Experts at Hand service, ensuring requests are responded to efficiently, communication remains clear and support is coordinated effectively. The role combines professional judgement, relationship management, problem-solving. The Quality Assurance Officer will provide guidance, assurance and challenge in relation to implementation of Ordinarily Available Inclusion Provision across the Experts at Hand Model.

The post holder will be responsible for monitoring the quality, effectiveness and value for money of EAH funded provision across all settings, ensuring funding decisions lead to improved outcomes for all children and young people and are delivered in line with statutory guidance, local policy and agreed panel expectations, under the guidance of the SEND Assurance and Development Lead.

The role will support consistency, transparency and accountability across EAH processes through quality assurance activity, auditing, data analysis and multi agency collaboration, contributing to the continuous improvement of provision across the borough.

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.

School Partnership and Relationship Management

1. Act as the primary point of contact for schools and settings within an allocated cluster(s) of the Experts at Hand programme.

2. Develop and maintain trusted professional relationships with Headteachers, SENCOs and other school leaders, acting as a consistent and responsive source of support.

3. Lead regular check-in conversations with schools and settings to understand emerging needs, identify challenges and ensure schools are aware of available support.

4. Promote understanding of the Experts at Hand offer and support schools and settings to access services appropriately and effectively.

5. Ensure schools and settings are kept informed throughout all stages of support requests, providing clear communication regarding actions, timelines and outcomes.

Triage, Advice and Coordination

1. Use professional knowledge, curiosity and structured triage processes to understand requests from schools and settings and identify appropriate pathways for support.

2. Resolve Tier 1 requests through the provision of information, signposting, guidance and coordination.

3. Coordinate support requests from schools and settings to specialist colleagues and services, ensuring all relevant information is available and accurately recorded.

4. Provide operational oversight of experts across the cluster (spanning SALT, OT, EP, LCIS, BSS and Early Years), ensuring request progress is monitored, quality of

delivery is maintained, and experts are supported and accountable within the EAH model.

5. Prepare and coordinate cases requiring multi-disciplinary discussion or escalation and provide administrative support throughout relevant decision-making processes.

6. Monitor progress of open requests and ensure agreed actions are completed in a timely manner.

Information, Analysis and Quality Assurance

1. Maintain accurate records of all contacts, requests, actions and outcomes using agreed systems and processes.

2. Collect and analyse information relating to service activity, themes and outcomes for inclusion and presentation at SMT, ELT, DMT and with wider strategic partners including NEL and the ICB.

3. Produce reports and performance information to support service monitoring, evaluation and continuous improvement.

4. Contribute to the development of service improvements through feedback, learning and reflective practice.

Meetings and Communication

1. Chair the weekly MDT, facilitating discussion of Tier 3 requests, ensuring the tier and expert(s) for each request are agreed, and recording actions and outcomes on the Navigation Tool.

2. Organise, facilitate and coordinate meetings relating to school support requests and service delivery.

3. Prepare agendas, reports and supporting documentation as required.

4. Record actions and outcomes accurately and ensure follow-up activity is completed.

5. Support effective communication between schools and settings, services and professionals involved in providing support.

Professional Responsibilities

1. Maintain knowledge of SEND legislation, inclusion practice and relevant education guidance.

2. Participate in supervision, professional development and training activities.

3. Work in accordance with safeguarding, GDPR, health and safety and all Council policies and procedures.

4. Promote equality, diversity and inclusion in all aspects of practice.

5. Undertake any other duties commensurate with the nature and level of the post
Designation of the Post to which the Post-Holder normally reports to

Quality Assurance

1. Provide quality assurance of the delivery and progress of Experts at Hand Programme activities, in line with DfE Guidance and the SEND Reform Plan which may include provision delivered in Specialist Bases.

2.Monitor, evaluate and audit the impact and effectiveness of EAH spends within settings.

3. Develop, maintain and apply a robust auditing and quality assurance framework specific to the EAH programme.

4. Ensure consistency in expectations, decision-making and follow-up across EAH programme.

5. Identify themes, risks and areas of concern arising from panel decisions, audits or monitoring activity and escalate appropriately.

6. Monitor the quality of ordinarily available provision using Ofsted inspection outcomes, local authority quality frameworks and agreed performance indicators including looking at how this is most effectively enhanced through EAH funding.

7. Provide support and constructive challenge to early years providers to improve practice and outcomes for children.

8. Contribute to maintaining an accurate borough-wide overview of EAH provision and quality.

9. Maintain accurate, timely and confidential records relating to EAH funding, quality assurance activity and panel outcomes and produce reports identifying areas of financial risk or non compliance.

10. Access, update and analyse relevant databases to produce management information, audit reports and performance summaries.

11. Track outcomes for children in receipt of EAH funding and assess impact, providing reports which will be presented to SMT, ELT and DMT as appropriate in relation to the programme management of Experts at Hand.

12. Work collaboratively with colleagues across the EAH programme and other Inclusion Support Teams, Quality Improvement teams and Finance. This will include information sharing with audit colleagues and/or joint audit visits

13. Support integrated working to ensure services operate cohesively around children and families promoting inclusive practice and SEND compliance

14. Ensure all activity complies with statutory early years, SEND and safeguarding legislation and guidance.

15. As this post is under development, and we expect there to be substantive upscaling of Experts at Hand during the role duration, there may be a requirement to line manage no more than two supporting officers or to deputise where needed for the Inclusion Advisors.

General

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.

2. Work in line with the Children and Families Act 2014, the SEND Code of Practice, the Equality Act 2010 and any legislation that replaces them.

3. Handle confidential and sensitive information appropriately, including tribunal papers and personal data, in line with data protection requirements.

4. To take part in appropriate staff development programmes, keeping up to date with local and national developments in SEND legislation, policy and practice.

5. To implement Newham Council's equal opportunities policies fully, and to work actively to overcome and prevent discrimination.

6. To undertake any other reasonable duties within the overall function commensurate with the grading and level of responsibility of the post.

7. The post holder may be required to work occasional evenings in order to meet the requirements of the service.

Personal Specification

Newham London

Job Title: Experts at Hand Quality Assurance Cluster Navigator x4 posts	**Service Area**: SEND – Experts at Hand	
Directorate:	**Post Number:**	**Evaluation Number:**

Children and Young People Directorate		
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Accountable to: EAH Team Manager – Operational/Strategic		

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:	
Educated to degree level, or equivalent level of relevant work experience.	Application Form
Evidence of continuing professional development in SEND, inclusion, education law or dispute resolution.	Application Form
KNOWLEDGE AND EXPERIENCE:	
Detailed knowledge of the Children and Families Act 2014, the SEND Code of Practice and the Equality Act 2010 as it applies to children and young people with SEND.	Application Form/Interview/Test
Good understanding of the SEND reforms set out in the Schools White Paper, including Individual Support Plans.	Application Form/Interview/Test
Understanding of how schools plan, deliver and review SEND support.	Application Form/Interview
Experience of writing clear, evidence-based case statements or formal reports.	Application Form/Interview/Test
Experience of working with schools or settings to improve, quality assure and audit SEND practice.	Application Form/Interview
Experience of monitoring or auditing SEND practice for statutory compliance.	Application Form/Interview
Experience of delivering training or briefings to professionals.	Application Form/Interview/Test

Experience of resolving complex disagreements with families and professionals.	Application Form/Interview
SKILLS AND ABILITIES:	
Ability to explain legal requirements in plain, practical language.	Interview/Test
Strong negotiation, influencing and relationship-building skills.	Interview
Ability to manage a varied caseload, prioritise work and meet statutory deadlines.	Application Form/Interview
Ability to analyse data and case themes to inform service improvement.	Application Form/Interview/Test
Confidence in presenting and defending the Council's position in formal settings.	Interview/Test
A relational, solution-focused approach to resolving disputes.	Interview
Demonstrable commitment to inclusion, equality and diversity, placing children and families at the centre.	Application Form/Interview
Experience of working in a role requiring professional judgement and decision-making	Interview/Application Form
Experience of partnership working across services and organisations	Application Form/Interview
Good ICT skills, including Microsoft Office and case management systems.	Application Form
Ability to travel across the borough to schools, settings and tribunal venues.	Application Form/Interview
Willingness and ability to work occasional evenings to maintain service delivery.	Application Form/Interview