

# Job Description



<b>Job Title:</b> SEND Statutory Support and Partnerships- Service Manager	<b>Service Area:</b> Education: Learning, Inclusion and Achievement	
<b>Directorate:</b> Children and Young People Directorate	<b>Post Number:</b> 10024486	<b>Evaluation Number:</b> LBN482
<b>Grade:</b> SMRB	<b>Date last updated:</b> December 2022	
<b>Accountable to:</b> Head of SEND		

## 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.

## Vision

Our ambition is for Newham to be the best place for children and young people to grow up and be happy, healthy, thrive and able to reach their full potential.

We are committed to ensuring every child and young person is safe, happy, nurtured and cared for and actively participates in positive activities to secure their long-term well-being.

We will listen to and co-design services with children, young people, parents and families to meet their needs.

## Overall Purpose of Job

1. The post holder will be the strategic lead responsible for the effective administration of our statutory duties under the Education Act 1996 and Children and Families Act 2014. They will oversee the statutory assessment of children and young people's special educational needs, including their subsequent placement, reviews and outcomes.
2. The post holder will lead, supervise and motivate a multi-disciplinary team of professionals across assessment and long-term casework services to ensure that practice is person centred,

streamlined, timely and of high quality. This includes the development and delivery of the newly formed SEND education, employment and training team providing specialist interventions to support young people to prepare for adulthood and independence.

3. To work collaboratively with children, families, school and settings, health partners and voluntary sector services to ensure children and young people with SEND are provided high quality support that meets their needs.
4. The post holder will act as the SEND expert for statutory support within the SEND 0-25 Leadership Team and across wider council, ensuring that, strategic improvements, statutory requirement and operational activities are aligned.
5. The post holder will be responsible for embedding a culture of relational and restorative practice with the casework service, including high customer satisfaction standards. They will develop and implement a clear supervision and performance monitoring framework within their service which enables them to provide support and challenge, oversight and assurance, and to address and resolve any concerns in a timely way.

## **Job Context**

The post holder reports to the Head of SEND.

1. The post holder may have direct line management responsibility for up to 6 team managers and lead a service of circa 40 people.
2. The post holder will be responsible for SEND casework salary budget in region of £2m
3. The post holder will be required to work some evenings in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

## **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.
2. To provide strategic leadership across the operational service for statutory SEND casework section, ensuring that practice is person centred, streamlined, efficient and timely. Practice should be restorative, relational and in line with customer service standards.
3. To drive and support effective partnership working across Children's and Young People's Service, Adult social care, Health services, Settings, Schools, Colleges, Voluntary and community organisations, and the Newham Parents Forum, to deliver

integrated and inclusive solutions that raise attainment, and improve life and learning outcomes for children and young people with special educational needs and disabilities.

4. To Co-lead on the implementation of the High Needs Deficit recovery plan alongside the service manager for placements and business operations.
5. To support the Head of SEND in the development, delivery and review of high standards in education planning, performance, commissioning of integrated services for children, young people, their families, and carers, so that overall costs are reduced but the life chances of children and young people are maximised.
6. To develop a strategic approach and operational plan with managers to transition children and young people from High Needs Funding through the Education and Health Care needs assessments process, issuing statutory plans where appropriate.
7. Prepare and present complex reports and communicate them to a range of audiences for example but not limited to Senior Leads, Cabinet Members, Partnership and wider external stakeholders. Monitor and report on progress and challenges in a range of internal and multi-agency fora, including the SEND Executive Board.
8. Plan, prepare and implement improvement plans including the Written Statement of Action, in a timely way, following statutory inspections and peer reviews. Develop, implement and deliver operational plans, service plans and business continuity plans.
9. Lead the planning, preparation and execution of external inspections and peer reviews. Priorities the delivery of relevant sections of the SEND Written Statement of Action and other improvement and or action plans, as well as the SEND Inclusion Strategy. Contribute to the SEND improvement journey, creating a direct link between practice, processes, planning and the implementation of SEND improvements.
10. Supervise and manage a team of SEND Team Managers across Statutory SEND Service, Education Training and Employment service around EHC assessment, planning, brokerage and support for children and young people with complex SEND, including:
  - Oversight of statutory assessment of children and young people for Education, Health and Care (EHC) plans and individually allocated resources for high needs 0-25, to ensure that the performance of the service remains high in this area and challenges are addressed in a timely fashion
  - Brokerage/commissioning of individual placements in schools including preferred providers, monitoring and challenge of that provision and admissions, with a focus on supporting local placements where possible
  - Strategic leadership of the SEND Service, ensuring that targets are met and outcomes achieved.
  - Meeting legislative requirements including annual reviews, performance managing to ensure that all reviews (including annual reviews and phase transfers for statements and EHC plans) are completed in accordance with statutory processes and are person centred and involve key partners.
11. Ensure that all staff within the SEND casework section have performance objectives in line with corporate expectations and the quality framework. Ensure that the section

meets or exceeds performance of statistical neighbours, with a particular focus on performance in areas such as Assessment, Co-Production and Annual Reviews.

12. Ensure that the section works in partnership with families so that they are fully involved in the assessment and review processes and that the child or young person is fully involved in any decisions made about them. Be proactive in making proposals as to how assessments, plans and reviews could best be coordinated and joined up.
13. Work in partnership with multi-agency professionals and provide strategic oversight of vulnerable children and young people where there are safeguarding concerns, including Children Missing Education (CME) and those at risk of CME, children looked after and those known to youth offending services.
14. Collaborate with the Principle SEND Officer to develop and deliver a training and quality assurance framework. Quality assure the work undertaken across area of responsibility, in line with the framework, by undertaking regular audits, tracking and analysis to improve service performance. Ensure that the training and quality assurance framework is prioritised and embedded by Team Managers within your service to deliver a culture of continuous improvement.
15. Work closely with the Principle SEND Officer, the Specialist Education Support Team, School improvement, and the wider directorate, to promote good quality teaching and learning, pedagogical experiences, enrichment activities, and inclusion for children with SEND.
16. Chair the SEND panels and associated decision-making forums as required by the Head of SEND, ensuring that meetings are clearly documented, checked and circulated to all attendees, in a timely manner, in accordance with the Code.
17. Support the SEND surgery, prioritising face time with families, and follow up actions within the usual casework process.
18. Instil in your service an ethos of personal accountability for the provision of high quality practice to improve children's lives. Forge positive and beneficial relationships with partners and parents/carers to ensure the integrated delivery of services. Facilitate innovation and efficiencies to maximise the use of public funds.
19. Ensure that Team Managers fulfil the role of first line managers by providing support, challenge and oversight. Take a lead on project work and deputise for the Head of Service, and other SEND managers, when required.
20. As a budget holder, the Service Manager will have overall decision making authority and accountability around individual arrangements for EHCP and pupil costs within High Needs Budget, taking a value for money approach, supporting the Deficit Recovery Plan, and proactively engaging with the Delivering Better Value programme. You will deliver a standardised approach to responsible financial stewardship throughout your service including accurate record keeping, monitoring and forecasting. Work closely with the Head of SEND and Service Manager for SEND Operations to identify and mitigate against budget pressures.

21. Provide draft responses to any members' enquiries, complaints, and Ombudsman investigations. Contribute to the strategic development of relevant policies, processes and guidance including the SEND and Inclusion strategy.
22. Ensure that the child or young person's welfare remains paramount through your service and provide assurance that safeguarding issues are appropriately managed in line with Local Safeguarding Children's Board procedures.
23. Challenge providers where outcomes are not achieved and work with Council services where intervention is required. Oversee the agreement of amendments and/or discontinuation of the Plan as appropriate.
24. Oversee the delivery of high quality, outcomes focused, and personalised Education, Health and Care plans, within statutory timescales. Facilitate the participation of the child or young person, and parents and carers within the assessment and review process. Maintain careful oversight of performance against targets, produce regular reports on performance, to report in a range of for a. Escalate risks of cases going outside of timescales at pace and enact changes to improve performance at pace.
25. Provide strategic oversight around the disagreement resolution and mediation services to resolve disputes within the team. Oversee and sign off information that may be required when the Council is challenged through the Special Educational Needs and Disability Tribunal.
26. Use the designated information technology databases to record assessments, reviews and plans coordination as set out within the team processes and use the Council's IT systems as required. To use the systems to draw produce to performance reports. Ensure that all managers in the case work section report performance risks in a timely manner.
27. Develop and implement effective arrangements for the transition to adulthood including employment and careers support. Secure transition arrangements for children and young adults at all stages of development including early years, school, and transition to employment.
28. Drive a high level of cultural competence within the section. Ensure that discrimination is identified and addressed in line with Council policy. Ensure that leaders and practitioners in the section remove barriers that families may face when accessing services. Promote inclusion.
29. Work flexibly in a rapidly changing environment to achieve stated objectives and to promote the service positively and enthusiastically.
30. Take part in appropriate staff development programmes as necessary, keeping up to date with local and national developments in education, legislation, policies, and procedures relating to schools, data protection and freedom of information. Develop a learning culture within the section.
31. The post holder may be required to work some evenings, weekends, and occasional public holidays to meet service requirements and to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

32. Carry out any other duties which are commensurate with the post as may be required.

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**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:**

To hold a relevant qualification (e.g. teaching, social work, childcare, psychology).

Or

Considerable experience of working in an educational or social care setting, as well as a sound knowledge of SEND practice.

Application Form/ Professional qualification certificate

**KNOWLEDGE & EXPERIENCE:**

Advanced knowledge of SEND legislation and guidance, including the Children and Families Act 2014, The Special Educational Needs and Disabilities Regulations 2014, The Special Educational Needs (Personal Budgets) Regulations 2014, The Equality Act 2010, The Education Act 2011, and the

Application Form/Interview

<p>SEN Code of Practice 2015. And related legislation such as the Mental Capacity Act for those 0-25 year olds.</p> <p>Extensive experience in service leadership in education, health, social care, or equivalent services in the voluntary sector</p> <p>Experience in the effective management of people, resources, assets, and performance to deliver improved outcomes against agreed targets and statutory timescales.</p> <p>Experience of having worked successfully at a supervisory/managerial level to develop a high performing team within a politically led environment.</p> <p>Experience of using Performance Information and Management Information to improve service performance and build high performing teams.</p> <p>Experience of analysing and presenting complex information orally and verbally to Senior Stakeholders.</p> <p>Experience of planning, commissioning, and embedding performance frameworks in a multi-disciplinary and partnership environment.</p> <p>Experience of successfully managing and interpreting budgetary, and developing financial mitigations, in a demanding public sector arena.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p>
<p><b>SKILLS AND ABILITIES</b></p> <p>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 and influence children, young adults, carers, partners and stakeholders, in complex situations.</p> <p>Ability to think strategically and plan operations.</p> <p>Ability to drive a relational and restorative framework of practice that is solution focused and generates resolutions.</p> <p>Experience of supporting partnership working to deliver improved service outcomes to children and families.</p> <p>Good planning and organisational skills, with experience of working within general professional guidelines or organisational policy, to achieve service requirements.</p> <p>Ability to use management information to judge service performance and to devise and implement service improvement strategies.</p> <p>Excellent ICT skills - both standard Microsoft applications and social care record and data systems.</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Interview/Test</p> <p>Application Form/Interview/Test</p>



<p>Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure.</p> <p>Demonstrable success in delivering a high-quality service and achieve challenging outcomes</p> <p>Ability to communicate complex issues in a clear and effective manner with a wide range of stakeholders and to advise, persuade, influence and be assertive as appropriate.</p> <p>Ability to chair meetings and deal effectively and sensitively with a range of individuals in a professional context.</p> <p>Ability to draft a complex legal document using professionally written reports</p> <p>Ability to contribute to corporate projects on behalf of the Service.</p> <p>An ability to manage services and to devise innovative solutions to service delivery.</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Interview</p> <p>Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>
<p><b>OTHER SPECIAL REQUIREMENTS</b></p> <p>This post is subject to an enhanced DBS check.</p> <p>Willingness and ability to work occasional evenings and weekends to maintain service delivery.</p> <p><b>Politically Restricted Posts</b>  The Local Government &amp; 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 sub committee 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 sub group of such a party.</p>	<p>Satisfactory clearance at conditional offer stage</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>