

SEND Team Manager

Reports to:	Service Manager for SEND		
Department:	Inclusion Service: Education Partnerships and Strategy	Grade:	Grade is PO6.
DBS Status:	Enhanced	Politically restricted:	No
Job Purpose: To lead and manage a team of SEND Officers working across the 0-25 statutory SEND Service in a multi-professional environment. Including introducing and supporting new ways of working in line with service priorities and any changes in legislation. To lead, manage and support a team of SEND Officers with individual caseloads in excess of 300 children young people and their families to ensure that the statutory service is compliant with the current legislation including the drafting of EHC Plans to statutory deadlines, completing the phase transfer process within statutory time scales and processing annual reviews in compliance with statutory time scales. This includes ensuring cost effectiveness, value for money and cost avoidance is securely and demonstrably embedded in all decision making. The Team Manager will be responsible for the performance of the team and will train, support and develop the SEND Officers in their roles to enable them to perform at a high standard. This will include ensuring that all written work is completed to the highest standard and is quality assured before it is shared with any parents or partners. All Team Managers will prepare submissions and represent the local authority at Special Educational Needs and Disabilities Tribunal (SENDIST) and Mediations, prepare responses to complaints for the Service Manager for SEND and for Stage 2 Corporate Complaints, LGSCO Enquiries and Pre Application Protocol Letters. The Team Manager will work in a cluster-based model and represent the 0-25 SEND Team in multi-disciplinary meetings across the Council and with external partners such as health colleagues and SENCOs and School Leaders to influence outcomes for children and young people across the service.			
Values Collaborate proactively. Lead inclusively. Embrace change. Be bold and curious. Celebrate and share our success.			
Job specific roles and responsibilities 1. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council.			

2. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
3. Manage a customer focused service and the effective use of resources.
4. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
5. Support effective working relationships and act as an ambassador and advocate with external organisations
6. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
7. To manage the resources of the team including work allocation, supervision, appraisal, performance, quality assurance of work and budget control.
8. To be responsible for the line management of a team of SEND Officers according to the relevant Council procedures.
9. To provide case management supervision for SEND officers on highly complex SEND casework including advice on LGSCO, SENDIST and cases where we are at risk of legal challenge.
10. To provide advice and guidance for headteachers, SENCOs, partner colleagues, parents and young people on all matters relating to SEND and the relevant legislation prevailing at the time.
11. To ensure that the team are paying regular attention to ensuring that all individual children's records are up to date, accurate on the data system to enable local and national data returns to be completed.
12. To ensure that performance standards and national performance indicators are achieved, maintained and effectively monitored so that any exceptions can be dealt with swiftly and effectively.
13. To Provide information to respond to Freedom of Information requests within the statutory time scales working with other members of the team and colleagues in the Information and Data Team as and when required
14. To ensure the team aligns any annual reviews of EHC Plans with the School Access Service for children of statutory school age who are Electively Home Educated. Also to ensure that SEND Officers with children in the following groups liaise effectively with the professional network:-
 Looked After Children
 Children on a Child Protection Plan
 Children subject to a Child in Need Plan
 Children and young people known to the Youth Offending Service
 Children and young people on Channel Panel or known to PREVENT
 Children on the Dynamic Support Register
15. To ensure that robust, timely and meaningful assessments of need are completed to ensure effective intervention and outcomes for children and young people.
16. To be responsible for the quality assurance of EHC Plans and to ensure that co-production with parents, children and young people is reflected in the finalised EHC Plan.
17. To be responsible for assessing the level of funding associated with any new plan issued using the agreed funding matrix at the time of issue.
18. To ensure that services are delivered in partnership with children, young people families and schools and to ensure that they are actively engaged in the assessment, planning and review process.
19. To ensure the local authority's duty to ensure provision is secured by liaising with health colleagues to ensure therapy provision is delivered either through the contract with health or secured through commissioning through local authority approved channels.

20. To scrutinise the delivery of providers to ensure that provision is focused on outcomes, progress is monitored and all children reach their outcomes.
21. To work in a multi-disciplinary way whilst maintaining boundaries to ensure that organisations delivering services to children reflect a team around the child approach.
22. To monitor the quality of service provided to children with a strong focus on outcomes and contribute to the improvement of practice in this area of work.
23. To contribute to the work of the 0-25 SEND Management Team to ensure a consistent approach across the service and promote a continuous improvement culture.
24. To ensure that SEND Officers complete statutory EHC Needs assessment processes in accordance with the legislative processes in force at the time of the assessment.
25. To ensure that all placement decisions are made on the basis of the needs of the child or young person and best value for the public purse.
26. To ensure that high quality case work is our standard offer for all service providers and families to ensure that the provision specified in EHC Plans is effectively delivered and is underpinning progress and outcomes for the young person.
27. To work closely with the special schools and additionally resourced provisions in Brent to ensure that commissioned places are being used efficiently and are effective in preventing escalation to Independent and Non-Maintained Special School Settings wherever possible.
28. To be responsible for providing Legal Services with detailed submissions as required and to attend all relevant meetings in relation to SENDIST Tribunal Cases, Pre Application Protocol Letters, Matters of Judicial Review and Court Cases involving children and young people with EHC Plans. This will include corresponding with solicitors and other advocacy services keeping the Service Manager fully briefed at all times on Pre Application Protocol letters and Tribunal Appeals.
29. To deputise for the Service Manager as and when required. This will include Chairing SEND Advisory Panel, attending the Dynamic Support Register multi-professional meeting and the Tri Partite funding meeting from time to time.
30. To lead and manage staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
31. To provide training to parents and professionals about the SEND processes and procedures in line with the prevailing legislation.
32. To keep up to date with developments in legislation, service delivery and best practice to ensure the service performs effectively and to the highest standards.
33. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well being on children and vulnerable adults.
34. To undertake any other duties commensurate with the general level of responsibility of this post

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Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. Educated to Degree Level or Equivalent

2. Evidence of continuing professional development in SEND and/or in Legislation underpinning the work of the team.
3. Extensive working knowledge of the Children and Families Act 2014, the Equality Act 2010 and the 1996 Education Act.
4. Working knowledge of thresholds for a service from Children's Social Care, Adult Social Care and working knowledge of Child Protection Practice and the role a school place and the SEND 0-25 Team plays in this process.
5. Working knowledge of school finance and the national funding formula for SEND

Experience

1. Demonstrable experience of managing high performing teams in a high pressure environment with a significant degree of success.
2. Significant experience of working at a senior level as a SEND Officer in a local authority setting.
3. Demonstrable positive experience of working in a multi-disciplinary team with health, social care, parents and the voluntary sector.
4. Demonstrable experience of managing complex team dynamics in a multi-disciplinary team.
5. Experience of supervising SEND Officers in their management of complex case work including making cost-based decisions and the elements involved in those decisions to ensure due diligence towards public expenditure.
6. Demonstrable experience of working effectively in collaboration with parents and carers being transparent and honest to build trust and consistency of decision making.
7. Demonstrable experience of working with colleagues in commissioning to manage contracts to achieve best value for public spend.

Skills and Abilities

1. The ability to lead and manage a team of people within the culture and values of LB Brent by using a cycle of continuous improvement to ensure best practice at all times.
2. The ability to effectively manage up-line and to support the team to manage up-line effectively ensuring that the Service Manager for SEND and other Senior Leaders are well briefed and informed about any matters that impact on morale or on performance.
3. To participate in the continuous improvement cycle as a leader of this process alongside the other members of the 0-25 SEND Management Team.
4. To analyse and interpret performance data and keep the 0-25 SEND Management Team updated on the team performance in relation to the SEND Assessment performance indicators and the Annual Review performance indicators.
5. Be able to work under pressure and with resilience to meet statutory deadlines.
6. Demonstrably developed interpersonal skills and emotional intelligence to enable you to manage complex and emotionally charged situations with safety and sensitivity

Overall Headcount 17



Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs