

## Experts at Hand (EAH) Programme Lead

<b>Reports to:</b>	Head of Inclusion		
<b>Department:</b>	Children, Young People & Community Development: Education Partnerships and Strategy	<b>Grade:</b>	PO6
<b>DBS Status:</b>	Enhanced	<b>Politically restricted:</b>	Yes

### Job Purpose:

- This post leads all programme management activity across Brent's SEND Reform work, working closely with relevant Heads of Service and Service Managers to deliver transformation programmes and strategic initiatives across CYP&CD and relevant internal and external stakeholders that improve outcomes for children and young people.
- This includes programme management of Brent's 'Experts at Hand' (EAH) offer to drive innovative service delivery within the DSG High Needs Block budget; actions identified in the High Needs Block Budget Management Plan and Brent's SEND Reform plans and implementation of the Inclusion Strategy and the Brent Inclusion Plan, working with partners across the health and education sectors.
- The post-holder will lead and co-ordinate the programme management of Brent's capital plans for specialist places for children with SEND including working with relevant leads to plan, implement, deliver and monitor work-streams, and working with partners to find innovative solutions to placement sufficiency.
- The post-holder plays a critical role in ensuring that budgets are appropriately used and that efficiencies are delivered. This includes but may not be limited to the High Needs Block and EAH grant funds.

### Values

Collaborate proactively.  
Lead inclusively.  
Embrace change.  
Be bold and curious.  
Celebrate and share our success.

### Job specific roles and responsibilities

1. Lead and coordinate programme management of the SEND Reform work, ensuring the successful delivery of key objectives to improve outcomes for children and young people with Special Educational Needs and Disabilities (SEND). The postholder will coordinate a team of experts, manage project timelines and budgets, and act as the main point of contact for partners and stakeholders.
2. Ensure coherence across the whole programme of work and support an appropriate working environment to ensure delivery of the key objectives of the SEND Reform plans.
3. Lead and co-ordinate the coherent programme management of the sufficiency strategy for children with SEND, including all internal and external progress reports.

4. Develop robust and realistic delivery programme plans in conjunction with workstream leads to achieve identified SEND Reform outcomes, managing interdependencies with external stakeholders as needed.
5. Support the Head of Service to programme manage system change as required across CYP working with teams across CYP as required
6. Develop the key performance indicators for all programmes and projects to measure impact.
7. Be responsible and accountable for ensuring that projects are delivered to requisite Council standards and take responsibility for quality assuring the lifecycle of projects, leading review/lessons learnt process at the end of projects.
8. Pro-actively facilitate agreement and approval of each programme's scope, goals, deliverables and benefits realisation plans to define project tasks and resource requirements, working closely with the Head of Inclusion.
9. Programme manage implementation of relevant strategies including the Brent Inclusion Strategy, updating the relevant Strategy action plan which covers a range of areas of activity across the partnership working with a wide range of colleagues and partners.
10. Programme manage implementation of relevant strategies including the Brent Inclusion Strategy, updating the relevant Strategy action plan which covers a range of areas of activity across the partnership working with a wide range of colleagues and partners.
11. Programme manage implementation of actions in the High Needs Block Management Plan, ensuring that activities will achieve identified efficiencies to reduce the deficit HNB budget.
12. Support the development of strategies and policies which support SEND pupils, ensuring that these, including robust commissioning, contract management and market management strategies for children and young people
13. Lead and manage various improvement and routine projects across CYP as identified by Heads of Service which may include but not be limited to for example co-ordinating actions by others, making grant applications and ensuring the completion relevant accountability reports.
14. Lead in compiling regular high quality progress reports for a range of audiences (internal and external eg DfE) and performance dashboards working with the CYP Performance Team, identifying and managing programme and project risks/issues. Collaborate with workstream leads and stakeholders to develop solutions to issues/risks.
15. Maintain an up-to-date understanding of the legislative changes and best practice and the main business processes, procedures and systems that support inclusion, to provide high quality advice and to influence and empower managers and staff to change and improve their services.
16. Develop effective stakeholder groups and relationships as required across the local area SEND partnership and ensure their engagement in improvement programmes and projects.
17. Support the implementation of a joint commissioning strategy with the Integrated Care Partnership/NWL ICB, working collaboratively with the CYP and Corporate Commissioning Teams and contract manage Inclusion Service and other relevant commissioned services.
18. In all engagements and interactions further the aims of the service and act as an ambassador and advocate with external organisations.
19. Build strong working relationships with principal stakeholders across the Council, the Integrated Care Partnership, other NHS organisations and private, community and voluntary sector providers.
20. Support with recruitment and line management of members of the SEND Transformation team when in post, overseeing their work and delivery of their key project objectives.

21. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council.
22. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
23. Manage a customer focused service and the effective use of resources.
24. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
25. Support effective working relationships and act as an ambassador and advocate with external organisations
26. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
27. Provide timely and accurate responses to Freedom of Information requests, member enquiries and complaints as required.
28. 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 of children and vulnerable adults.
29. Undertake any other duties commensurate with the general level of responsibility of this post.

## **Essential Requirements (key skills & qualifications)**

### **Knowledge and Qualifications**

- Knowledge and understanding of commissioning and monitoring contracts
- Knowledge and understanding of programme and project management
- Knowledge and understanding of safeguarding and the Brent Practice Framework

### **Experience**

- Track record of achievement at a senior level in a similarly large and complex organisation
- Experience of planning and commissioning services and monitoring contracts in a complex multi-agency environment
- Experience of project management of large complex projects
- Experience of leading and managing change
- Experience of working with a wide range of partners, including educational institutions and health partners, and developing positive and effective relationships
- Financial management and budget control
- Track record of successful improvements in service delivery
- Experience of developing policies and strategies
- Experience of working collaboratively in a multi-agency environment
- Experience of effective partnership working with stakeholders, including parents/carers and children and young people

### **Skills and Abilities**

- Manage people, performance and budgets.
- Strong leadership and management skills.
- Communicating and influencing skills, able to present ideas succinctly to a wide audience.



- Strong IT and report writing skills.
- Strong analytical skills, able to manage complex data and information.
- Able to lead change projects and deliver service improvements under pressure.
- A collaborative corporate player with a strong team spirit.
- Able to deal with difficult situations sensitively and confidentially.

**Overall Headcount:**

1 x Business Support Officer

1 x SEND Commissioner

1 x Data analyst

4 x SEND Transformation workers

*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*