

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	14PCS	<b>Role Title</b>	Head of Service SEND
<b>Grade</b>	PS14	<b>Reports to (role title)</b>	Assistant Director SEND
		<b>Directorate / School</b>	Children, Families and Lifelong Learning
<b>JE Band</b>	735-879	<b>Service / Department</b>	Education and Lifelong Learning/ SEND
		<b>Date Role Profile was created</b>	01/04/2024

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>To lead the County SEND Service to meet its statutory duties under the Children and Families Act 2014.</p> <p>This role will have strategic oversight the Education, Health and Care Needs Assessment (EHCNA) process and the completion of Education Health and Care Plan (EHCP) annual reviews. It will also be responsible for the delivery and reporting of these statutory functions through the leadership of locality SEND teams.</p> <p>The post holder will work with colleagues across the county council and directorate, as well as partner organisations and stakeholders such as councillors, headteachers and parent and voluntary organisations to plan, lead and review the delivery of these statutory duties. The post holder will also need to ensure that partner agencies are appraised of changes to demand for EHCPs and provision and the impact upon their organisations.</p> <p>The role requires effective prioritisation of competing pressures and management of their inter-dependencies including oversight of and mitigations for any risks and issues arising. The role will have a high cost decision making function and oversee an establishment of over 100 staff.</p> <p>The role will have a high political profile and will require strong dispute resolution skills</p> <p>Deputising for the AD when required to ensure continuity of service. <span style="float: right;">Work</span> collaboratively with senior colleagues in delivery of the Council's priorities. Provide professional leadership and ensure effective performance management of team/s and/or colleagues, strengthening team skills and competence. Role model the council's behaviours and management expectations and ensure that all approaches and outcomes are consistent with organisational and public service values. Manage transformational change activity and embed new ways of working to ensure high quality service delivery and value for money. Maintain effective budgetary control, while ensuring legal, regulatory and policy compliance within area of responsibility. Work inclusively with a diverse range of stakeholders and promote equality of opportunity. Demonstrate a relational approach, prioritising relationship-building and fostering trust. Support the SEND communication strategy content and approach. Support leaders in safeguarding SEND processes. Manage efficient and timely reporting of key areas of operational delivery and performance indicators.</p>
<b>Work Context</b>	<p>The Local Authority currently maintains over 16,000 EHCPs and there is an average of 3,000 requests for assessment annually. The Head of SEND will need to work within a complex SEND system where they will need to influence and shape the system so that supports the best outcomes for children and young people.</p> <p>The Head of SEND will need to instill an ethos of personal accountability in all the related services and teams in providing high quality services and improving the lives of children and young people. They will need to forge positive and beneficial relationships with partners (such as parents/carers, young people, schools, health services, education providers voluntary organisations and elected members) to ensure the delivery of services that improve outcomes for children and work innovatively to create efficiencies of scale and pool resources in order to maximise the use of public funds. They will lead SENCO network and centre network activity. They will ensure budgets are effectively managed and cost containment activity is rigorous and robust.</p>
<b>Line management responsibility</b> if applicable	Management of around 6 staff
<b>Budget responsibility</b> if applicable	TBC

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p>Co-ordinate and support service planning for the service or functional area to ensure the delivery of high quality, value for money and consistent services in line with agreed service standards and statutory requirements.</p> <p>Develop and recommend policy and practice improvement in the relevant service/functional area, working collaboratively across the area and consulting with key stakeholders, to ensure effective implementation that supports continuous improvement.</p> <p>Provide professional leadership to the team/s and/or colleagues, strengthening skills and competence and fostering a strong culture of standards, performance and accountability to deliver public value and efficiency.</p> <p>As a lead expert in a specialised field provide advice and guidance in relation to legislation and quality improvement with a county wide remit to develop and implement policies, and and provide innovative solutions to technical problems ensuring that associated risks have been mitigated.</p> <p>Maintain effective budgetary control, while ensuring budgetary control, and legal, regulatory and policy compliance within area of responsibility are effectively managed, and that effective systems operate to manage performance and safeguarding risk in relation to service delivery.</p> <p>Lead major programmes and reviews and represent the business area in internal and/or external initiatives to enhance reputation and service delivery.</p> <p>Champion and manage transformational change and embed new ways of working to ensure high quality service delivery and value for money.</p> <p>Work collaboratively internally and externally to ensure that issues are effectively managed and foster partnership working to promote sustainable service improvements and generate efficiencies.</p> <p>On call - be available if required to maintain key service delivery and in the event of a serious incident.</p> <p>Duties for all Values: To uphold the values and behaviours of the organisation(s). Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety &amp; Welfare: Responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety policies are fully understood and carried out by employees within their service area. To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Degree or equivalent level professional qualification plus experience at a management level in a specialist area in a complex business environment.</li> <li>• Authoritative understanding of the relevant legislation and practice standards, together with broader sector/commercial awareness.</li> <li>• Ability to exercise a significant degree of interpretive and constructive thinking and evaluative judgement appropriately.</li> <li>• Extensive knowledge of the concepts of change management, project management and continuous improvement, and their practical application.</li> <li>• Ability to balance policy development with effective operational management.</li> <li>• Ability to deploy advanced skills to inspire, motivate, coach and develop team members to high levels of performance.</li> <li>• Strong written and oral communication and interpersonal skills with high level negotiation and influencing skills, and the ability to work collaboratively with internal and external partners/professionals..</li> <li>• Proven ability to manage budgets and available resources to deliver effective support to their area of responsibility.</li> <li>• Proven ability to assess risks and benefits and respond appropriately.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<p>Extensive knowledge of the Children and Families Act 2014 and evidence of effective implementation. Understanding of SEN and provision that effectively meets needs Political awareness and experience and confidence in working with system leaders Willing to travel across the county to meet the needs of the role.</p>

<b>Role Summary</b>	<p>Roles at this level are senior managers planning, organising and managing large and complex teams or specific service areas and/or co-ordinating activity across different functions, contributing to the council's social care and inclusion duties. Their work usually includes policy development, developing and implementing operational plans and helping to develop and deliver strategy. Role holders are professionally qualified, established specialists developing or delivering services. This level requires high level communication and influencing skills to support collaborative working across integrated services within and often across county boundaries. Roles at this level require extensive management experience and high level expertise. Role holders exercise flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance.</p>
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