

Role Profile

Part A - Grade & Structure Information

Job Family Code	10CLES	Role Title	Team Around the School Support Hub Cluster Coordinator
Grade	PS10	Reports to (role title)	TAS SH Manager
		Directorate / School	Education and Lifelong Learning
JE Band	371-438	Service / Department	Team Around the School Support Hub
		Date Role Profile was created	Jul-26

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.

Role Purpose including key outputs	To lead the delivery of Surrey's Team Around the School Support Hub (TASSH) model across an allocated cluster of schools, ensuring schools have timely access to coordinated expertise through an integrated approach in line with the SEND Reforms 2026-29 that strengthens inclusion, promotes early intervention and improves outcomes for children, young people and families. To provide operational leadership for partnership working, quality assurance, workforce development, line management and service improvement, ensuring staff, resources and multi-agency support are deployed effectively to meet local need and deliver countywide priorities.
Work Context	The Team Around the School Support Hub (TASSH) operates as an integrated cluster-based service supporting schools through a partnership model. The service brings together expertise from education, health, early help and wider partners to provide coordinated support which strengthens inclusion, promotes early intervention and improves outcomes for children, young people and families. The postholder will lead delivery of the TASSH model across an allocated cluster, working closely with Headteachers, school leaders, partner agencies and internal services to ensure effective multi-agency coordination and a consistent school-facing offer. The role will have significant responsibility for quality assurance, governance, workforce development, resource deployment and performance oversight within the cluster. The role requires strategic thinking combined with operational leadership, balancing local priorities with countywide objectives. The postholder will contribute to service transformation, implementation of new ways of working and the development of effective partnership arrangements which support schools to meet a broad range of inclusion, wellbeing and vulnerability needs.
Line management responsibility if applicable	Will have line management responsibility for operational staff, ensuring effective deployment of resources and high-quality service delivery.
Budget responsibility if applicable	Not direct but overseeing projects with up to £500k budget
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising • Implement countywide strategies and support the development of long term planning. • Lead projects and reviews within a technical area of work to support and enhance service delivery. • Plan workloads and secure resources to enable the team/s to achieve a quality service. Policy & Compliance • Provide technical advice and recommendations within defined policy and procedures to ensure compliance with relevant legislation, policies and industry standards. • Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. Work with others • May manage a team operating in a specialist area or oversee the delivery of a range of support services to a service or function. • Liaise, communicate and build relationships with other internal departments, parents, partner organisations, agencies and/or contractors to support and represent the team/service. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. Resources • Assist with budget/resource/funding management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). Analysis, Reporting & Documentation • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area. The Core National Standards for Supporting Teaching & Learning: To understand and carry out role in line with agreed standards, expectations & qualifications. Contribute to and influence children's learning and personal development. To have regard to and comply with safeguarding policy and procedures.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject. • May require a specialist technical qualification or membership of an appropriate professional institution. • Previous experience working in related field. • Comprehensive understanding of subject matter, legislation, principles and practices relevant to the technical area. • Competent in a range of IT tools. • Previous management experience including staff supervision, development and organisational skills. • Proven ability to apply project management principles and techniques to manage a range of projects through to completion. • Proven ability to establish and maintain highly effective working relationships with a range of stakeholders. • Comprehensive knowledge of computerised business systems. • Significant practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Proven written and oral communication with the ability to influence and work in collaboration with others. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions.
Details of the specific qualifications and/or experience if required for the role in line with the above description	Degree level qualification or equivalent professional experience. Significant experience of leading services, teams and operational delivery within education, children's services, early help, inclusion or related sectors, with a proven track record of driving improvement, quality assurance, change programmes and operational development Strong understanding of inclusion, SEND, early intervention, safeguarding and integrated multi-agency working. Highly developed interpersonal, advocacy and influencing skills, with the ability to build effective collaborative relationships across schools, families, communities and partner agencies. Experience of using relational and restorative approaches to support problem-solving, partnership working and positive outcomes. Excellent written and verbal communication skills, including the ability to analyse, present and communicate complex information to a range of audiences. Effective use of ICT, performance information and data management systems to monitor impact, inform decision-making and drive continuous improvement. Proven ability to manage risk, exercise professional judgement and maintain accountability in complex situations. Experience of leading or supervising staff and supporting workforce development and performance improvement. Enhanced DBS clearance required. Ability to travel, preferably car driver with current, clean driving licence valid for use in the UK.
Role Summary	Roles at this level typically lead and manage the work of a specialist team or they may hold a technically specialist professional role providing complex advice or managing specialist projects. They will use technical knowledge to audit or analyse situations and data to aid them in ensuring regulatory or technical compliance of others. They will work closely with a range of agencies and stakeholders to ensure delivery of agreed industry and service standards in a cost effective way. Forward planning could be for months ahead and the role will contribute to longer-term development.
Reference Number	BM-2026-256