

Role Profile

Part A - Grade & Structure Information

Job Family Code	12PCS	Role Title	Attendance & Inclusion Manager East / West
Grade	PS12	Reports to (role title)	Service Manager for Attendance and Inclusion
		Directorate	Children, Families & Learning
JE Band	519-613	Service	Education, Lifelong Learning
		Team	Attendance & Inclusion Service
		Date Role Profile was created	Apr-25

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	<p>To oversee, develop, execute and evaluate all aspects of the work of the Surrey Attendance Service within one of the two geographical areas of Surrey (East or West) under the guidance of the Service Manager for Attendance and Inclusion. This will include oversight of work around absence, CME, PMOOE and Exclusions and linking with those who support EHE. To ensure that the Council is fulfilling its statutory duties in relation to children not attending school and children missing education. This will involve interviewing parents under caution, making decisions on behalf of the Council to commence legal proceedings.</p> <p>To lead services and commission alternative provision for permanently excluded pupils that is in accordance with legislation, best practice guidance, agreed budget and resources and is appropriate to the needs of the local area and communities.</p> <p>To promote positive relationships with stakeholders and head teachers of both mainstream and special schools in order to achieve effective outcomes for all vulnerable pupils. The post holder will work in partnership with schools and stakeholders to develop, implement and sustain a local strategy for the delivery of attendance, behaviour and alternative learning services.</p> <p>They will ensure quality outcomes for students receiving support for additional educational needs using the performance framework tool agreed by the county council and to monitor and report on their progress and achievement to the Service Manager for Attendance and Inclusion.</p> <p>The post holder will ensure all practice and developmental needs of support staff within their remit meets the safeguarding requirements outlined in working together to safeguard children.</p> <p>Working with senior management in individual schools and in partnership with colleagues from countywide teams, the focus is to ensure all pupils are in appropriate education provision, reduce persistent absence and to ensure that the attendance and attainment agenda is highlighted.</p>
Work Context	<p>The area education teams provide a range of specialist and targeted services to children and young people who are vulnerable and have additional educational needs. Services are delivered directly to children and their families, to early year's settings; to schools and alternative education settings such as short stay schools and hospitals. Staff require high degrees of specialist knowledge in order to deliver effective services to high risk and high need groups. The services are delivered within a statutory framework and much of the work requires close working with stakeholders.</p> <p>The Inclusion Manager East/West will be required to manage a complex array of issues and needs and managers are expected to operate in a collegiate and respectful manner to ensure area service effectiveness. They will work in partnership with Head teachers, school partnerships / confederations, health, social care and services for young people to deliver educational support to pupils identified as having additional educational needs. Contributing to the development of early help services for families, they will work with health, early years and social care, schools and voluntary sector partners.</p> <p>This role is a critical element of the system for developing early identification and intervention in order to promote educational achievement and in line with Surrey's children and young people's strategy and education and achievement plan.</p> <p>The role holder will be based in a local area office, although much of their time will be spent visiting schools, overseeing operational services and meeting with partners.</p> <p>The Inclusion Manager will be responsible for either the East or the West of Surrey. They represent the Local Authority with external partners at a senior level e.g. Community Incident Action Groups and Fair Access Panels and will also have responsibility for setting up and working within practices and protocols with other agencies to ensure effective outcomes.</p>
Line management responsibility if applicable	Line management of Assistant Team Managers and Exclusion Officers

Budget responsibility if applicable	supporting the budget held within the Inclusion arena - there will be an area budget allocated to meet the needs of pupils out of education and in need of support to cover the cost of provision and transport.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> • Manage risk in relation to service delivery ensuring safeguarding issues are addressed and contribute to the corporate risk management framework. <p>Service Development</p> <ul style="list-style-type: none"> • Manage delivery of high quality services in line with policy and practice guidance, and review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Ensure team plans are developed to reflect service plans and strategies. • Assist in the production of service plans, including the setting, monitoring and evaluation of service targets. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Plan, control and monitor allocation and use of allocated budget/resources/funding effectively to ensure maximum value is delivered. • May have indirect influence on commissioning budgets. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise internally and externally to ensure the department/service issues are appropriately represented and acted upon to enhance service delivery. • Work with a range of agencies and partners to develop services in line with government policies, and to promote and coordinate initiatives. <p>People Management</p> <ul style="list-style-type: none"> • Manage the service delivery of teams and units and ensure all cases, including complex and high risk are progressed in line with quality, national and legislative standards. • Lead, motivate and develop individuals using a coaching approach, to better meet current and future requirements. <p>Duties for all</p> <p>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 maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Degree or equivalent professional qualification/registration plus substantial experience at a senior management level in a specialist area. • Deep understanding of relevant legislation and practice standards. • Deep knowledge and awareness of broader contextual factors affecting national service delivery. • Proven ability to exercise an evaluative judgement appropriately. • Ability to manage budgets and available resources to deliver effective support to their area of responsibility. • Strong written and oral communication and interpersonal skills with high level negotiation and influencing skills, and the ability to build effective relationships with colleagues and a range of external partners. • Competent in a range of IT tools including MS Office and database management systems and able to promote the use of IT systems within the service. • High level problem solving and analytical skills with the capacity to devise and implement innovative solutions. • Proven ability to assess risks and benefits and respond appropriately. • Wide experience in successful leading, motivating, coaching, mentoring and developing staff. • Satisfactory DBS clearance might be required.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Degree level education or Level 4 NVQ or equivalent. Evidence of continuing professional development and skill enhancement.</p> <p>Experience of successful management within Education Welfare or related social care setting.</p> <p>Experience of Inter-Agency work and in the delivery of appropriate advice and guidance to a wide range of recipients.</p> <p>Knowledge of current legislation and educational issues relating to child welfare, school attendance and DfE guidance.</p> <p>Knowledge of SEN issues, the statement giving process and legislation relating to exclusions, including the rights of parents and children.</p> <p>Enhanced CRB check, clean driving licence and use of a car with insurance for business purposes. Ability to travel throughout the county to work with geographically dispersed teams.</p> <p>Proven track record of managing a range of responsibilities and co-ordinating service delivery in a multi-disciplinary environment.</p> <p>Detailed knowledge of the current education landscape and government policy and initiatives.</p> <p>Knowledge of inclusive teaching practice and alternative education curriculums..</p> <p>Knowledge of legislative framework relating to education and schools, behaviour management, exclusions, attendance, short stay schools and alternative education.</p> <p>Direct knowledge of the operation and management of primary and secondary schools, short stay schools and colleges.</p> <p>Ability to establish and maintain professional credibility with a range of staff, agencies and members, governors, parents and pupils.</p> <p>Experience of strategic policy development and innovation relating to attendance, behaviour and alternative education.</p>
Role Summary	<p>Roles at this level manage and develop large teams responsible for service delivery or specific service areas to deliver performance indicators and national standards to legislative requirements. They are likely to contribute to strategy development in their areas of expertise. Planning takes place over a longer period (year or more). They will require a full understanding of a professional or specialised field and will work with those both inside and outside the organisation, to influence the development of services or delivery of specific projects or council objectives. Roles at this level require extensive management experience and high level expertise. They exercise a significant degree of flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance.</p>
Reference Number	<p>BM-2025-283</p>