

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>10PCS</b>	<b>Role Title</b>	<b>Special Educational Needs Tribunal Officer</b>
<b>Grade</b>	PS10	<b>Reports to (role title)</b>	<b>Senior Tribunal Officer</b>
		<b>Directorate</b>	<b>Children, Schools &amp; Learning</b>
<b>JE Band</b>	371-438	<b>Service</b>	<b>Schools &amp; Learning</b>
		<b>Team</b>	
		<b>Date Role Profile was created</b>	<b>Nov-16</b>

## 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 and deliver the area service for the identification, analysis, case management and review of children with special educational needs (SEN) resident within Surrey who are at risk of, or are in the process of, an appeal hearing with the Special Educational Needs and Disability Tribunal Service. This would include representing Surrey County Council at any appeal hearings as necessary.</p> <p>To lead and deliver a service that is in accordance with legislation, best practice guidance, agreed budget and resources and is appropriate to the individual child's needs.</p> <p>The role holder will help ensure that Surrey County Council provides a world class service in relation to the appeals process, in accordance with Audit Commission and Best Value indicators. They will lead a solution focused, client orientated service delivery model with the aim to reduce parental recourse to SENDIST.</p>
<b>Work Context</b>	<p>The SEN Management Team operates in a fast paced, complex interpersonal environment involving children and young people with high level and complex special educational needs, their parents/carers, schools and other professionals requiring an enhanced level of communication skill and strong case management.</p> <p>The SEN Management Team administers and is responsible for statutory functions on behalf of the Authority and has significant contact with members of the public and other professionals from within and outside of the County Council, approximately 408 schools and other settings.</p> <p>There are four SEN Management Teams who cover the four areas of the County (NW, NE, SE, SW), working across 11 Boroughs and Districts, and each will need to manage crucial interfaces with the support services, Children's Service and the Corporate Parenting Team, as well as maintaining excellent multi agency working.</p> <p>A high proportion of the SEN Tribunal Officer's role is working directly with parents, schools, parental appointed legal representatives and other professional bodies within the statutory and legal framework related to the Special Educational Needs and Disability Tribunal process.</p> <p>The Tribunal Officer will need to manage a complex range of issues utilizing effective case management and it is essential that they operate in a positive, collegiate and respectful manner to ensure county-wide service effectiveness across County Services and partners.</p> <p>The case management amounts to approx 145-150 tribunal cases per year, increasing by about 5-7% annually.</p>
<b>Line management responsibility</b> if applicable	N/a

<b>Budget responsibility</b> if applicable	No direct budget responsibility, but needs to work with awareness and oversight of resource implications.
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Identify opportunities and risks associated with the service and escalate / report to management.</li> <li>• May undertake the role of expert practice lead, managing highly complex cases and leading consistency and standards of practice in a defined geographical area.</li> <li>• Conduct assessments in complex or high risk circumstances ensuring appropriate actions are taken in response to identified safeguarding/wellbeing issues to increase the protection of vulnerable people.</li> </ul> <p><b>Service Development</b></p> <ul style="list-style-type: none"> <li>• Contribute towards developing professional policy, standards and procedure and / or developing and implementing team plans and monitoring and reviewing of services to enhance quality of service.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Manage the planning and delivery of services and caseload or projects for own area involving some specialist knowledge or assessment.</li> <li>• Contribute to service plans and plan staff resources to maintain operational delivery of services.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• Assist with budget/resource/funding management in accordance with the council policies and procedures.</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors to share knowledge or best practice and ensure quality, integrated service delivery.</li> <li>• Work in partnership with service users, their families/carers.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• Manage an operational team or specialised function, and organise deployment of staff and work and/or appropriate support for service users.</li> <li>• Monitor and support the performance management and development of team members, using a coaching approach, to ensure that individual contributions are maximised.</li> </ul> <p><b>Duties for all</b></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; 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>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Relevant professional qualification and relevant registration where required and experience, or considerable experience of working within the service area.</li> <li>• High level working knowledge of relevant legislation and procedural frameworks and practice standards</li> <li>• Able to plan and carry out specialist assessments and deliver and oversee programmes or packages of care and support.</li> <li>• Ability to manage budgets in accordance with financial procedures.</li> <li>• Proven written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels.</li> <li>• Competent in a range of IT tools including MS Office and database management systems.</li> <li>• High level problem solving skills with the capacity to devise and implement innovative solutions.</li> <li>• Demonstrable experience in successful recruiting, managing, coaching and developing of staff.</li> <li>• Understanding of the principles of confidentiality and information governance and how these apply to social care.</li> <li>• Ability to communicate with compassion and authority in challenging situations and with resistant individuals, be able to effectively engage with people in complex situations both short-term and building relationships over time.</li> <li>• Satisfactory DBS clearance might be required.</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>	<ul style="list-style-type: none"> <li>● Educated to degree level, or equivalent alternative.</li> <li>● Evidence of working in tribunals or a legal framework, with proven track record of complex case management in a multi-disciplinary environment and the use and development of SEN systems.</li> <li>● Up-to-date detailed knowledge of current SEN legislation, government policy and initiatives, as well as statutory procedures and processes; and ability to quickly assimilate information and make informed decisions under short time constraints.</li> <li>● Excellent advocacy skills with the ability to deal sensitively with challenging and difficult conversations/situations.</li> <li>● Proven people management skills.</li> <li>● A positive outlook that celebrates success, builds on a framework of good practice and seeks constructive solutions to problems.</li> <li>● Willingness to accept accountability for the management of risk.</li> <li>● Car driver with current, clean driving licence valid for use in the UK.</li> <li>● Willingness to travel countywide.</li> </ul>
<p><b>Role Summary</b></p>	<p>Roles at this level manage operational service delivery or are an expert practice lead supporting consistency and standards of practice, in a defined service or geographical area. They will often have key responsibilities in planning resources and procurement and commissioning of cost effective and innovative services. They will require a professional qualification or extensive practical experience. They work with a range of agencies and extended services in various settings, to provide advice and guidance to support the service user group. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. Forward planning could be for months ahead and the role will contribute to longer-term development. They will work largely autonomously with access to guidance from more experienced professionals.</p>
<p><b>Reference Number</b></p>	<p>BM-2022-342</p>