

Role Profile

Part A - Grade & Structure Information

Job Family Code	9CLES	Role Title	Mediation and Dispute Resolution Officer
Grade	PS9	Reports to (role title)	Service Manager Policy Performance and Practice
		Directorate / School	Children,Schools and Learning
JE Band	314-370	Service / Department	SEND Practice and Tribunal Service
		Date Role Profile was created	Mar-23

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 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 with the Special Educational Needs and Disability Tribunal Service.</p> <p>To 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 mediation and resolution of appeals, in accordance with Audit Commission and Best Value indicators.</p> <p>They will lead a solution focused, client orientated service delivery model with the aim to reduce parental recourse to SENDIST with a particular focus on restorative practice to promote positive outcomes and collaborative working.</p>
Work Context	<p>The SEND Mediation and Dispute Resolution Service 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 (including legal representatives) requiring an enhanced level of communication skill and strong organisational skills.</p> <p>The Area SEND 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>In Surrey County Council, there are four Area SEN 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>Area SEN Teams provide the SEND Mediation and Dispute Resolution Service with instructions relating to Mediation. The role of the Mediation and Dispute Resolution Officers includes facilitating mediation, representing the LA at mediation, holding a caseload of contents only, Refusal to Assess and Refusal to Issue Appeals working directly with parents, schools, parental appointed legal representatives and other professional bodies to resolve disputes as well as liaising with SEND Tribunal Officers and the SEND Area Teams.</p> <p>The Mediation and Dispute Resolution Officers manage a complex range of issues utilising effective case management and it is essential that they operate in a positive, professional and respectful manner to ensure county-wide service effectiveness across County Services and partners.</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	No direct budget responsibility, but needs to work with awareness and oversight of resource implications.

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Deliver projects and/or audits within a defined area of work as directed to input to relevant strategies and contribute to the delivery of directorate objectives. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Input as required to the development of strategies and policies. • Provide guidance and support to stakeholders as required to ensure policy and specification compliance. <p>Work with others</p> <ul style="list-style-type: none"> • Deliver high quality services engaging a range of stakeholders. • Liaise, communicate and build relationships with other departments, parents, partner organisations, agencies and/or contractors. • May manage a team to deliver standardised processes and ensure all officers are appropriately supervised, managed and trained. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. Escalate issues as appropriate. <p>Resources</p> <ul style="list-style-type: none"> • Ensure that work and projects are delivered within agreed resources and assist with budget/resource management in accordance with organisation's policies and procedures. • May have delegated responsibility for a budget(s) or equipment. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assess data and conduct analysis in a technical area, presenting results and putting forward recommendations to support decision making. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>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.</p> <p>The Core National Standards for Supporting Teaching & Learning: To understand and carry out role in line with agreed standards, expectations & qualifications.</p> <p>Contribute to and influence children's learning and personal development.</p> <p>To have regard to and comply with safeguarding policy and procedures.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Appropriate technical qualification at Degree, HND or HNC level. • May require a specialist technical qualification or membership of an appropriate professional institution. • Sound understanding of subject matter, legislation, principles and practices relevant to the technical area. • Ability to apply project management principles and techniques to manage a range of projects through to completion. • Competent in a range of IT tools. • Practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Ability to work on own initiative, with solution focused problem solving skills. • Proven written and oral communication with the ability to engage and work in collaboration with others.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Educated to Degree level or equivalent alternative or substantial relevant experience.</p> <p>Evidence of working in a fast-paced environment with a proven track record of complex case management in a multi-disciplinary environment and the use and development of SEN systems.</p> <p>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.</p> <p>Excellent advocacy skills with the ability to deal sensitively with challenging and difficult conversations/situations with a particular focus on restorative practice to achieve better outcomes for children, young people and their families. You will have a solution focussed approach which supports positive change and working relationships.</p> <p>Proven people management skills.</p> <p>A positive outlook that celebrates success, builds on a framework of good practice and seeks constructive solutions to problems.</p> <p>Willingness to accept accountability for the management of risk.</p> <p>Car driver with current, clean driving licence valid for use in the UK and or ability to commute as required.</p> <p>Willingness to travel countywide as required although the role will have aspects of remote working.</p>
Role Summary	<p>Roles at this level are specialists professionally qualified in their specialist area. They will provide technical and regulatory guidance and advice to a range of stakeholders in order to assess and mitigate risk and monitor and ensure compliance with relevant requirements. They will have a fair degree of autonomy and work closely with a range of technical and non technical stakeholders. Forward planning could be for months ahead and the role will contribute to longer-term development.</p>
Reference Number	<p style="text-align: center;">BM-2023-179</p>