

Role Profile

Part A - Grade & Structure Information

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| Job Family Code | 11CLES | Role Title | Senior Quality Manger |
| Grade | PS11 | Reports to (role title) | Service Manager- Policy Practice and Performance |
| | | Directorate / School | Education and Lifelong Learning |
| JE Band | 439-518 | Service / Department | Inclusion and Additional Needs |
| | | Date Role Profile was created | Apr-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.

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| Role Purpose including key outputs | The Senior Quality Manager will ensure that Surrey County Council provides a high-class service in relation to the annual programmes of auditing and training delivered by the Quality Team. The Senior Quality Manager will lead a focused, child orientated, service delivery team to deliver service in accordance with legislation, best practice guidance, agreed budget and resources, with a focus on opportunities for improvement. The role holder will ensure that the learning taken from auditing leads to high quality reporting and training to support improvement across the service. The role holder will also play a key role in co-ordinating auditing and review activity required for inspection and other regulatory activity to meet regulatory requirements |
| Work Context | <p>The local authority retains statutory responsibility for many aspects of education and safeguarding. Whilst the education systems are more drivers and there is a strong movement towards a schools led system, the LA remains the champion for all children, helping them reach their potential. Ensuring that Surrey's schools are welcoming to all children and provide inclusive education, which is a key role for the LA.</p> <p>The SEND Quality Team work closely with a range of officers, partner agencies, service user groups, members and other stakeholders balancing competing priorities.</p> <p>The SEND Quality Team necessarily make judgements about the practice of others and must do so with both authority and sensitivity.</p> |
| Line management responsibility if applicable | The Postholder will directly manage the Quality Team |
| Budget responsibility if applicable | <p>The postholder will 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> <p>Monitor, analyse and manage delegated budgets, funding and resources in accordance with the organisations policys and procedures.</p> |

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| <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"> • Direct, manage and monitor the operation of an efficient and effective service ensuring the work of the team supports service objectives and that necessary resources are secured. • Lead major projects and reviews within a defined area of work to optimise and enhance service delivery. <p>Policy & Compliance</p> <ul style="list-style-type: none"> • Ensure legal, regulatory and policy compliance of relevant schemes/ initiatives. • Contribute to and where appropriate lead the development of practical strategies, works programmes and service improvement in own area of specialism and monitor and control their implementation to manage and mitigate risks. <p>Work with others</p> <ul style="list-style-type: none"> • Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service. • Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised. • Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. <p>Resources</p> <ul style="list-style-type: none"> • 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. • Monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation's policies and procedures. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Analyse, interpret and evaluate relevant data applying judgement and technical expertise to identify risk, support the resolution of issues and support decision making. • Through management and supervision ensure that appropriate record keeping is kept and risks and issues are identified and actions taken. <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> |
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| Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics | <ul style="list-style-type: none"> • Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject. • May be required legislatively to maintain a professional qualification or competency. • Excellent understanding of subject matter, principles and practices relevant to technical area. • Proven ability to apply project management principles and techniques to a wide range of complex projects or programmes within the service. • Extensive knowledge of principles, practices, and procedures relating to operational planning and financial management. • Competent in a range of IT tools. • Ability to collate, monitor and interpret a range of data. • Proven ability to establish and maintain highly effective working relationships with a range of stakeholders. • Comprehensive knowledge of operational business systems. • Proven written and oral communication with the ability to influence and work in collaboration with others. • Substantial practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Excellent management skills with proven experience motivating, coaching, mentoring and developing staff. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills with the capacity to devise and implement innovative solutions. |
| 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.</p> <p>Detailed knowledge of special educational needs legislative framework and government policy and initiatives.</p> <p>Evidence of Continuing Professional Development including an Up-to-date detailed knowledge of current SEN legislation, government policy, and initiatives, as well as statutory procedures and processes; and an ability to quickly assimilate information and make informed decisions under short time constraints.</p> <p>Highly developed presentational skills, particularly in relation to report and letter writing with evidence of ability to summarise complex information in written form.</p> <p>Excellent advocacy, time management and organisation skills.</p> <p>Excellent inter-personal skills and ability to develop effective and positive collaborative working relationships with a range of colleagues, and members of the public.</p> <p>Effective use of ICT including data management.</p> <p>Proven track record of managing a range of responsibilities and co-ordinating service delivery in a multi-disciplinary environment. Proven people management skills and an ability to manage potentially challenging interpersonal situations.</p> <p>Experience and/or detailed understanding of SEN casework and statutory processes.</p> <p>A positive outlook that celebrates success, builds on a framework of good practice and seeks constructive solutions to problems.</p> <p>Ability to model and promote a culture of clear communication, supporting the development of effective communication skills in others.</p> <p>Ability to influence organisational development pro-actively using feedback from your area of responsibility.</p> <p>Ability to communicate effectively in highly charged, complex or challenging situations to a wide range of audiences for different purposes and at different levels, including public speaking.</p> <p>Willingness to accept accountability for the management of risk.</p> <p>Ability to travel, preferably car driver with current, clean driving licence valid for use in the UK.</p> |
| Role Summary | <p>Roles at this level typically have significant management responsibility either for a large team or coordinating sub functions within a service, and/or will provide professional, specialist or high level technical advice, direction and input across a wide range of activities. They require a conceptual understanding of a professional or specialised field, and job holders require the knowledge and experience to handle and resolve complex issues, anticipate problems and recommend solutions. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions. They will typically be required to influence/motivate others including external stakeholders, and have a primary role in setting service levels. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and practice guidance.</p> |
| Reference Number | <p style="text-align: center;">BM-2023-198</p> |