

Role Profile

Part A - Grade & Structure Information

Job Family Code	11PCS	Role Title	SEND Area Manager
Grade	PS11	Reports to (role title)	Head of SEND
JE Band	439-518	Directorate / School	Childrens, Families & Lifelong Learning
Date Role Profile was created	Aug-26	Service / Department	SEND
<u>Agile</u>	Community	<u>DBS Requirement</u>	Enhanced with Children

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 and deliver the area service for the identification, assessment, provision (including funding), placement and review of children with special educational needs (SEND) resident within Surrey, including supporting the SEN Strategic Plan. To lead a service that is in accordance with legislation, best practice guidance, agreed budget and resources and is appropriate to the individual child's needs. To promote positive relationships with headteachers of both mainstream and special schools and provide admissions oversight responsibilities for identified special schools within the area. To contribute to strategic developments which ensure effective provision for and the inclusion of pupils with statements of special educational needs. The role holder will lead and manage the culture within SEND teams to develop a positive ethos, which ensures the delivery of a solution focused, person centred service delivery model. They will lead and co-ordinate the delivery of SEND Multi Agency Team Discussions (MATD) to ensure effective placement and provision for pupils with special educational needs and making day to day decisions on the budget for statemented pupil support. They will approve entitlement to transport with regard to resource implications and individual pupil need, lead and manage parental appeals relating to transport and hold responsibility for the transport budget. Make funding decisions in line with decision making model and financial delegation framework.
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Work Context	The SEND 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 requiring an enhanced level of communication skill and strong case management. The SEND Service 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, schools and other settings. There are four SEND 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. Local Relationship Managers for SEND need to have an up-to-date knowledge of current legislation, statutory procedures and processes in order to be able to quickly assimilate information and make informed decisions often under short time constraints. The SEND Area Manager oversees the council's involvement in the statutory legal framework related to the Special Educational Needs and Disability Tribunal process and makes decisions on the council's response to appeals. The service manages a complex range of issues and needs and service management is expected to operate in a positive, collegiate and respectful manner to ensure county-wide service effectiveness across County Services and partners.
Line management responsibility if applicable	Management of the NW, NE, SE or SW Area Special Needs Team
Budget responsibility if applicable	Indirectly support delivery of the budget held by the Area Education and Inclusion Manager. Take decisions within the financial framework, decision making protocol and delegated authorities.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Risk Management • Identify opportunities and risks associated with the service and escalate / report to management. • 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. Service Development • Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards. • Ensure professional and quality service standards are maintained and applied within their area of activity. Planning & Organising • Develop and implement plans for their own area and contribute to business and service planning. Finance/Resource Management • May monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation policies and procedures, or have indirect influence on wider service budget. Work with others • Work with other service areas / partner professionals and organisations to assess and deliver individual service user needs and / or service objectives and priorities. People Management

	• Manage a defined team or area providing clear organisation, direction and development. • 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. 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: Responsible for ensuring health and 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.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Professional qualification and relevant registration where required with post qualification practical experience, or substantial relevant and practical experience across a number of areas and in depth specialist knowledge. • Deep understanding of relevant legislation and practice standards. • Knowledge and awareness of broader contextual factors affecting wider service delivery. • Ability to exercise evaluative judgement appropriately. • Ability to manage budgets in accordance with financial procedures. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to work collaboratively with internal and external partners/professionals. • Competent in a range of IT tools including MS Office and database management systems. • High level problem solving skills with the capacity to devise and implement innovative solutions. • Demonstrable experience in successful recruiting, managing, coaching and developing of 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	• Teaching qualification, social care degree or relevant qualification or substantial experience in SEND. • Proven track record of managing a range of responsibilities and co-ordinating service delivery in a multi-disciplinary environment. • Evidence of continuing professional development and skill enhancement. • Detailed knowledge of special educational needs legislative framework and government policy and initiatives. • Highly developed presentational skills, particularly in relation to legal case responses, letter writing and correspondence. • Excellent advocacy skills. • Proven ability to monitor significant and complex budgets, and to use and develop financial planning systems. • A positive outlook that celebrates success, builds on a framework of good practice and seeks constructive solutions to problems. • Willingness to accept accountability for the management of risk. • Ability and willingness to travel throughout the county to work with geographically dispersed teams

Role Summary	Roles at this level provide, manage and / or co-ordinate and contribute to promoting good practice and service development. They will require knowledge across a number of areas or in depth technical or specialist knowledge. They will typically work with those both inside and outside the organisation to influence the development of services or delivery of specific projects, establishing effective local working relationships and joint working arrangements. 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, and they may contribute to strategic developments in their area of expertise. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and precedents.
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