

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>7CLES</b>	<b>Role Title</b>	<b>Assistant Tribunal Officer</b>
<b>Grade</b>	PS7	<b>Reports to (role title)</b>	<b>Senior Tribunal Officer</b>
		<b>Directorate / School</b>	<b>Education and Lifelong Learning</b>
<b>JE Band</b>	228-268	<b>Service / Department</b>	<b>Inclusion and Additional Needs</b>
		<b>Date Role Profile was created</b>	<b>Oct-22</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>The role holder will support the SEND Tribunal Team to adhere to Tribunal deadlines/timescales to ensure Tribunal Officers can participate fully in the appeal process and mitigate the risk of barring. To be the initial point of contact for SENDIST (the Tribunal), parents/carers, legal representatives, educational settings and others in relation to live appeals.</p> <p>To ensure high quality bundles are compiled, in line with set deadlines, to support Tribunal Officers with their appeals.</p> <p>To record and maintain high quality, accurate data in relation to live and closed appeals across a variety of databases.</p>
<b>Work Context</b>	<p>The SEND Tribunal 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 (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 SEN Tribunal Officer with instructions relating to the appeal. The Tribunal Officer role includes representing the LA at Tribunal hearings, 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 Officers 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 Assistant Tribunal Officer (ATO) will support the Tribunal Officer with their appeal case management, including responding to and resolving (where possible) day to day enquiries received by parents/carers, legal representatives, educational settings and others. The ATO will maintain the Tribunal Team email inbox, organise calendars to ensure adherence to Tribunal deadlines, and produce legal bundles as required and in accordance with Tribunal regulations. The ATO will make proactive contact with parents/carers, educational settings and others, escalating complex and urgent issues to the Tribunal Team as required.</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.

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p><b>Support delivery</b></p> <ul style="list-style-type: none"> <li>• Assist with the delivery of relevant schemes of work, delivery and assessment.</li> <li>• Deliver a range of operational support for existing systems or processes to agreed standards, to maximise quality of teaching &amp; learning.</li> <li>• Support more senior staff in classroom management and behaviour techniques.</li> <li>• May carry out personal care routines as appropriate.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p><b>Policy and Compliance</b></p> <ul style="list-style-type: none"> <li>• Assist with work in a relevant technical or regulatory area in order that statutory and policy compliance is maintained.</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Respond to and resolve enquiries and problems, judging when to pass on complex issues or involve others, to provide an effective support and clear advice to colleagues and customers.</li> <li>• Report any concerns, problems or incidents, e.g. safeguarding, behaviour in accordance with relevant reporting procedures.</li> <li>• Guide and/or supervise staff in their duties to facilitate their development and ensure standards are maintained.</li> <li>• Communicate and liaise with service users and/or external contacts, representing the team/service as required.</li> </ul> <p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• May assist in the management of a small budget or recovery of income.</li> </ul> <p><b>Analysis, Reporting &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• Collate data, prepare reports/statistics to meet statutory/management information requirements.</li> <li>• Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team.</li> <li>• Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives.</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 work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>The Core National Standards for Supporting Teaching &amp; Learning: To understand and carry out role in line with agreed standards, expectations &amp; 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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<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Educated to A level, HNC or equivalent, or able to evidence ability at an equivalent level.</li> <li>• Knowledge of relevant technical area including, where appropriate, relevant practical skills &amp; relevant qualifications at Level 3 or 4</li> <li>• Understanding of relevant regulations, processes and procedures and issues relating to the service user group.</li> <li>• Competent in a range of IT tools.</li> <li>• Good written and oral communication skills with the ability to build sound relationships with customers.</li> <li>• Ability to apply specialist skills/judgement to undertake a programme of works.</li> <li>• High level analytical and organisational skills.</li> <li>• Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative.</li> <li>• A methodical approach to tasks, recording and reporting.</li> <li>• Typically previous work experience in a relevant environment.</li> <li>• Experience of staff supervision where appropriate.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<ul style="list-style-type: none"> <li>• Ability to quickly assimilate information and make informed decisions under short time constraints.</li> <li>• Excellent communication (written and oral) skills with the ability to deal sensitively with challenging and difficult conversations/situations.</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>• Competent in a range of IT tools.</li> <li>• Ability to apply specialist skills/judgement to undertake a programme of works.</li> <li>• High level analytical and organisational skills.</li> <li>• Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative.</li> <li>• A methodical approach to tasks, recording and reporting.</li> </ul>
<b>Role Summary</b>	<p>Roles at this level typically provide specialist support. Many will possess technical rather than professional expertise in the main disciplines. There will be minimal day-to-day supervision, but clear guidance will be available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and behaviour based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or programme delivery which may require more specialist knowledge or experience. Responsibility may include management of resources and/or area of work.</p>
<b>Reference Number</b>	<p style="text-align: center;">BM-2022-642</p>