

Role Profile

Part A - Grade & Structure Information

Job Family Code	8PCS	Role Title	Assistant Quality Manager
Grade	PS8	Reports to (role title)	Senior Quality Manager
JE Band	269-313	Directorate / School	CFLL
Date Role Profile was created	Jun-26	Service / Department	ELL
<u>Agile</u>	Information Centric	<u>DBS Requirement</u>	Enhanced with Adults and 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	This role plays a pivotal part in delivering and driving the SEND Quality Framework, working in close partnership with the Quality Manager and stakeholders across education, health and social care. The post holder will lead the effective coordination of the audit programme, supporting settings, families, children and young people through clear guidance, training and ongoing engagement. Working collaboratively with Quality Managers, the role will focus on analysing audit findings to identify key themes, inform learning and drive continuous improvement across the SEND system. Using strong knowledge of SEND legislation and statutory duties, the post holder will contribute to the development of high-quality processes, training and practice. The post holder will also support service development through coaching and feedback, deputise as required, and play a key role in inspection readiness and activity. With a strong focus on partnership working, sustainability and workforce development, this role will make a direct contribution to improving outcomes and strengthening SEND provision across the county.
Work Context	The post holder will be responsible for coordinating the effective delivery of the SEND Quality Framework, working collaboratively with professionals across education, health and social care. As part of a small, specialist team operating countywide, the role will be based at a designated office location, with regular travel across Surrey to support partnership working and attend meetings as required. The team operates a hybrid approach, balancing time in the office to enable collaboration with the flexibility of home working. The role requires a strong understanding of SEND legislation and statutory duties, alongside the ability to communicate this knowledge clearly and effectively to a wide range of audiences using a variety of methods.
Line management responsibility if applicable	
Budget responsibility if applicable	N/A

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. - Assess and manage risk associated with assigned cases/service delivery. Service Development - Contribute to the regular monitoring and review of services established to facilitate service improvement. - Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making. Planning & Organising - Undertake care planning and manage complex cases and / or take a lead on development and project work, assisting in development and improvement of services and practice in own area. Finance/Resource Management - Make recommendations for the provision of services in line with the budget determined according to assessment of needs, and advises less experienced staff on budget and costs of services. Work with others - Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and deliver service in partnership. - Work in partnership with service users, their families/carers. People Management - Allocate work and monitor the standard of team performance and ensure resolution of any issues, and / or may take on a coordinating and supervisory role with more junior staff as directed by their manager. 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: 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.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	- Advanced vocational qualification at level 4 or considerable on the job experience. - For some roles a relevant degree may be required. - Practical knowledge of relevant legislation, processes and procedures and issues relating to the service user group with ability to apply this in challenging situations. Working knowledge of practice standards where appropriate. - Able to assess, plan and review cases; undertake challenging casework, where appropriate shadowing more experienced social workers/practitioners. - Numerate and able to advise on effective use of budgets and resources. - Competent in a range of IT tools including MS Office and database management systems. - Effective written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels. - Creative problem solving skills and the ability to identify service improvement initiatives. - Able to promote effective team working, and use supervision to improve personal performance and practice of junior 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	- Educated to A level minimum / equivalent training / experience of SEN knowledge and experience, namely Code of Practice and Children and Families Act 14. - Good knowledge of Surrey's SEND policy and practice, SCC Local Offer, national guidance and legislation. - Good knowledge of the way in which the EHC assessment and Planning process is organised and delivered in Surrey. - Good knowledge of educational settings and a willingness to develop this across the 0-25 age range. - Knowledge of evidence based effective intervention and able to articulate well within report writing. - Ability to analyse data and prepare reports - Demonstrable experience of working in a collaborative way with children/young people and parents, schools and settings and professional services in social care and health - Significant experience of working within the SEND statutory system for EHC assessment, Planning and Review - Role will require a valid DBS check.
Role Summary	Roles at this level manage and organise effective provision of services through specific projects, specialist advice, guidance and assessment, or day-to-day coordination of front line delivery of a specific service. They require the ability to influence and practically apply knowledge on the basis of technical knowhow, facts and evidence. They work collaboratively with a network of internal and external colleagues. Role holders need to be able to work independently whilst working under the supervision of more experienced staff.
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