

# Role Profile

## Part A - Grade & Structure Information

|                 |         |                               |                                                    |
|-----------------|---------|-------------------------------|----------------------------------------------------|
| Job Family Code | 9BF     | Role Title                    | Co-production and Engagement Manager, SEND Reforms |
| Grade           | PS9     | Reports to (role title)       | TBC                                                |
|                 |         | Directorate                   | Children, Families and Lifelong Learning           |
| JE Band         | 314-370 | Service                       | Education Lifelong Learning Culture                |
|                 |         | Team                          | TBC                                                |
|                 |         | Date Role Profile was created | Feb-19                                             |

## 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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| <b>Role Purpose</b><br>including key outputs                                                                 | To promote and develop a culture that will engage children, families and young people with SEND and practitioners, staff, Members and providers. To raise awareness of the Surrey Experts at Hand programme, highlight opportunities for involvement and co-production, and recording impact of the activity and outputs. Promoting the co-production charter and supporting all stakeholders of Experts at Hand to work together to change practices and improve experiences of families. Ensure that communication channels with stakeholders, predominantly families, support the objectives of Experts at Hand. Support and lead co-production and engagement within the programme, keeping coproduction at the heart of ambitions and activity.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Work Context</b>                                                                                          | The CFLL directorate's key priorities are to improve children's social care; transform services for children and young people with additional needs and disabilities; enable all age learning; deliver new models for emotional wellbeing and mental health services; and health/social care integration. The Engagement and Co-production Manager has a key role in transforming practice in additional needs and disabilities services in support of these priorities. The role will develop and maintain strong and effective relationships across teams, services, customers and key external partners. The role will promote and support programme priorities and the delivery of best practice co-production and engagement.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Line management responsibility</b><br>if applicable                                                       | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Budget responsibility</b><br>if applicable                                                                | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Representative Accountabilities</b><br>Typical accountabilities in roles at this level in this job family | <p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making.</li> <li>Analyse and make recommendations for improvement or development of existing systems, processes or policy.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>Maintain, develop and review systems, processes, procedures and working methods to maximise service quality, efficiency and compliance.</li> <li>Provide specialist/professional advice and recommendations within specific parameters to support informed decision making.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>Plan workloads and secure resources to enable the team/s to achieve a quality service.</li> <li>Lead projects and reviews within a defined area of work as directed by their manager to support and enhance service delivery.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>May assist with budget/resource management in accordance with the organisation's policies and procedures.</li> <li>May have delegated responsibility for a budget(s).</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function.</li> <li>Monitor and support the performance management and development of team members to ensure that individual contributions are maximised.</li> </ul> <p>And/Or</p> <ul style="list-style-type: none"> <li>Operate as an individual responsible for the delivery of a high level/complex service.</li> </ul> <p>Duties for all</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 maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p> |
| <b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>                 | <ul style="list-style-type: none"> <li>Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles.</li> <li>Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines.</li> <li>Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles).</li> <li>Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management.</li> <li>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.</li> <li>Ability to understand, meet and exceed customer expectations.</li> <li>Ability to work on own initiative, with solution focused problem solving skills.</li> <li>Ability to manage a range of projects through to completion.</li> <li>Previous practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public.</li> <li>Previous management experience including staff supervision, development and organisational skills (where appropriate).</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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| <b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b> | <p>Relevant degree level qualification or equivalent professional qualification.</p> <p>A good working knowledge of the communications platforms</p> <p>Ability to negotiate, persuade, build and maintain effective working relationships at all levels.</p> <p>High level of computer literacy including ability to use a range of publishing and software packages.</p> <p>Experience of planning and delivering communications campaigns</p> <p>Experience of providing communications advice and challenge to colleagues and senior staff.</p> <p>Willingness and ability to travel around the county as required by the service.</p>                                                                                                                                                                                                |
| <b>Role Summary</b>                                                                                                         | <p>Roles at this level are often professionally qualified roles, specialists, or project officers providing advice and support to their customers, or lead and manage the work of larger teams. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will have a fair degree of autonomy and work closely with customers, staff, partners, third parties agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and in improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems.</p> |
| <b>Reference Number</b>                                                                                                     | BM-2026-314                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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