

Role Profile

Part A - Grade & Structure Information

Job Family Code	13PCS	Role Title	Service Manager for Tribunals, Complaints and Relational Working
Grade	PS13	Reports to (role title)	SEND Assistant Director
JE Band	614-734	Directorate / School	Childrens, Families and Lifelong Learning
Date Role Profile was created	Aug-24	Service / Department	SEND
Agile	Information	<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	The purpose of this role is to ensure that SEND service practices comply with statutory duties and where disputes arise that they are responded to fully and in a timely way, adopting a person-centred approach and that casework is undertaken so that decisions can be successfully defended at appeal. The role is also responsible for the strategy to improve and implement actions relating to the customer journey so that children and young people, parents and carers, education providers are appropriately supported through the statutory sen process, that external communications are person centred and that EHCPs are co-produced. The post holder will provide specialist leadership and management of the Mediation and Dispute Resolution team and the complaints activity across SEND. Additionally leading on the SEND development of relational and restorative practice. The post holder • may need to represent the LA at regional and national SEND forums and meetings. • may be required to undertake and coordinate projects using best practice locally, nationally and internationally to inform improvements. • will need to have the willingness and ability to travel around the county to meet the demands of the service and attend scheduled evening meetings where necessary. The post holder will be responsible for the oversight of a busy Tribunal Team, will take an expert role for the SEND service based on knowledge of SENDIST appeals and knowledge regarding the legal legislation required for SENDIST to inform casework. In addition, the post holder will be responsible for delivering training for tribunals across multiple agencies and providing challenge where required. The post holder will oversee complaints responses across the SEND service, ensuring that responses are timely and effective. Additionally identifying any learning from complaints and sharing with the SEND service manager operations and SEND head of service. In addition, they will oversee the work of the SEND helpdesk team in managing enquires and preventing escalation of concerns. The post holder will report on the achievements of communication KPIs, complaints levels and resolutions, LGO data and actions and Tribunal trends and data. The post holder will oversee the SEND responses to LGO enquiries, liaising with the SEND service Manager team to ensure any onward risks are managed and mitigated, and required actions carried out.
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Work Context	The Local Authority currently maintains over 19,000 EHCPs and there is an average of 3,000 requests for assessment annually. The Service manager will need to work within a complex SEND system where they will need to influence and shape the system so that supports the best outcomes for children and young people. The post holder will need to instill an ethos of personal accountability in all the related services and teams in providing high quality services and improving the lives of children and young people. They will need to forge positive and beneficial relationships with partners (such as parents/carers, young people, schools, health services, education providers voluntary organisations and elected members) to ensure the delivery of services that improve outcomes for children and work innovatively to create efficiencies of scale and pool resources in order to maximise the use of public funds.
Line management responsibility if applicable	Line management of the tribunals; Line management of the complex cases and resolutions team
Budget responsibility if applicable	directly support delivery of the budget held by the SEN lead. Take decisions within the finance framework, decision making protocol and delegated authorities.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Risk Management • Manage risk in relation to service delivery ensuring safeguarding issues are addressed, and contribute to the corporate risk management framework. Service Development • Evaluate existing service provision taking account of feedback and broader external developments, to ensure innovative solutions are proposed to maximise service quality, efficiency and continuity. • Drive change and embed new ways of working to ensure high quality service delivery and value for money. Planning & Organising • Develop and ensure implementation of operational and service plans and policies, play a key role in long term plans to develop and implement new initiatives and operational systems. • Assist in the production of service plans, including the setting, monitoring and evaluation of service targets. Finance/Resource Management • Plan, control and monitor allocation and use of allocated budget/resources/funding effectively to ensure maximum value is delivered. • May have indirect influence on significant commissioning budgets. Work with others • Liaise internally and externally to ensure the department/service issues are appropriately represented and acted upon to enhance service delivery. • Work with a range of agencies and partners to develop services in line with government policies, and to promote and coordinate initiatives. People Management • Manage the service delivery of teams and units and ensure all cases, including complex and high risk are progressed in line with quality, national and legislative standards. • Lead, motivate and develop individuals using a coaching approach, to better meet current and future requirements. 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	• Degree or equivalent professional qualification/registration plus experience at a management level in a specialist area. • Deep understanding of relevant legislation and practice standards. • Deep knowledge and awareness of broader contextual factors affecting national service delivery. • Ability to exercise a significant degree of interpretive and constructive thinking and evaluative judgement appropriately. • Extensive knowledge of the concepts of change management, project management and continuous improvement, and their practical application. • Proven ability to manage budgets and available resources to deliver effective support to their area of responsibility. • Strong written and oral communication and interpersonal skills with high level negotiation and influencing skills, and the ability to build effective relationships with colleagues and a range of external partners. • Competent in a range of IT tools including MS Office and database management systems and able to promote the use of IT systems within the service. • High level problem solving and analytical skills with the capacity to devise and implement practical and creative solutions. • Proven ability to assess risks and benefits and respond appropriately. • Wide experience in successful leading, motivating, coaching, mentoring and developing 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	Degree or equivalent professional qualification Deep understanding of SEND legislation and legal/Tribunal operations Proven track record of leadership within SEND or relevant related field Proven track record of managing a range of related responsibilities and co-ordinating service delivery in a multi-disciplinary environment. A positive outlook that celebrates success, builds on a framework of good practice and seeks constructive solutions to problems. Willing and able to travel around the county to meet the demands of the role and to work from different sites if required. Proven track record of managing a range of related responsibilities and co-ordinating service delivery in a multi-disciplinary environment.
Role Summary	Roles at this level plan, organise and manage large and complex teams or specific service areas, and /or coordinate activity across different functions to contribute to the council's social care and inclusion duties. Their work usually includes policy development, developing and implementing operational plans and helping to develop and deliver strategy. Planning takes place over a longer period (year or more). They will require a full understanding of a professional or specialised field and will work with those both inside and outside the organisation, to influence the development of services or delivery of specific projects or organisation's objectives. Roles at this level require extensive management experience and high level expertise. They exercise flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance.
Reference Number	BM-2024-290

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