

Role Profile

Part A - Grade & Structure Information

Job Family Code	5PCS	Role Title	Tribunal Support Officer
Grade	PS5	Reports to (role title)	Senior Tribunal Officer
		Directorate	Children, Families and Learning
JE Band	161-191	Service	Children, Lifelong Learning & Culture
		Team	Special Educational Needs & Disabilities
		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.

Role Purpose including key outputs	To provide casework support to the Special Educational Needs & Disabilities (SEND) Tribunal Team, thereby enabling this service to function efficiently and to support the Tribunal team to adhere to Tribunal deadlines and to support Tribunal Officers to participate fully in the appeal process. To support with contact with SENDIST(The Tribunal) parents/carers, legal representatives. educational settings and others in relation to live appeals by responding to basic enquiries and directing other more complex queries as required. To support with the recording and maintaining of high quality data in relation to live and closed appeals across a variety of databases
Work Context	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 requiring an enhanced level of communication skills and strong organisational skills. The Tribunal Support Assistant will support the Tribunal Officers with their appeal cases management, recording of deadlines and management of the main inbox and tribunal deadlines ensuring compliance with tribunal deadlines. In addition you will record deadlines and tribunal outcomes across databases to facilitate production of accurate timely reporting.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/a

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Risk Management • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Conduct standard assessments of service users' circumstances and issues and contribute to reviews of individual programmes under supervision from more senior colleagues. Case Management • Ensure individual care plans are implemented and the personal and health care needs of service users are met, working within guidelines and procedures, and record service user progress. • Support service users to access community opportunities and work directly with users, providing advice and support to facilitate independence. Planning & Organising • Plan, organise and supervise allocated activities within procedural and regulatory framework. Finance/Resource Management • Make effective use of resources and provide feedback on improvements to contribute to cost effectiveness. Work with others • Support other team members and demonstrate understanding of others' needs and views. • Liaise with carers, relatives, colleagues and other agencies to ensure good communication and service to users. People Management • Assist in the induction of new staff and by sharing expertise and knowledge within the team. • May oversee and guide more junior staff. 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 maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	Vocational Qualifications Level 2 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. • Awareness of relevant legislation, processes and procedures and issues relating to the service user group. • Ability to show an understanding of the circumstances of people with social care needs, to gather appropriate information and to reach a view about the likely type and source of assistance. • Able to present options and choices and support others to come to their own conclusions. • Good written and oral communication skills with the ability to build relationships with a range of stakeholders. • Competent in a range of IT tools including databases and MS Office. • Ability to explain processes and concepts in simple terms, maintain appropriate records, and to build effective relationships with service users and others. • Able to manage own time effectively and identify priorities. • Ability to work effectively and flexibly as part of a team. • Ability to guide and support less experienced or more junior colleagues • Experience of working with the user group. • 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	• Good general level of education-GCSE or equivalent, including Maths and English. • Experience of liaising with members of the public and professionals, and the ability to handle potentially difficult telephone callers in a calm sensitive manner. • Experience of taking clear, concise and accurate notes during meetings. • An understanding of the requirement for confidentiality and sensitivity to the needs of emotionally vulnerable parents. • Ability to contribute to planning activities to provide positive benefits for children with special educational needs and their families, with a personal commitment to the provision of an excellent customer and public service. • A positive outlook that celebrates success, builds on a framework of good practice and seeks constructive solutions to problems. • Respect for human diversity and individual need for honesty, openness and dignity. • Demonstrable commitment to learning, development and the achievement of potential of self, colleagues and customers. • Ability to work collaboratively and co-operatively with colleagues, members of the public and partners. • Ability to familiarise, uphold and promote the aims of the council's Equality and Diversity policies in every aspect of service delivery • Hold an enhanced DBS clearance.
Role Summary	Roles at this level provide practical social care services under direction to improve the quality of life of service users with a range of challenging problems. They liaise with service users, colleagues and other agencies to ensure good service to users. Some roles may oversee and guide the work of more junior staff. Role holders will typically be expected to work in terms of the vocational qualifications in social care and may be encouraged to consolidate their experience through accreditation at level 2. They will need to have the ability to acquire a knowledge of systems, procedures and good practice. They work within clear procedures and best practice guidelines. They will be subject to supervision but will be expected to organise their own workload and prioritise within short, e.g. day-to-day timescales.
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