

Role Profile

Part A - Grade & Structure Information

Job Family Code	100S	Role Title	SEND Quality Manager
Grade	PS10	Reports to (role title)	Service Manager Policy Practice Performance
		Directorate / School	Education and Lifelong Learning
JE Band	371-438	Service / Department	Inclusion and Additional Needs
		Date Role Profile was created	December 2018 (amended November 2022)

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	<p>Create, embed and provide continuous support to the delivery of the annual programme of auditing, engaging and consulting with key stakeholders across the council and external partners, to support service improvement.</p> <p>Undertake audit and service review work, providing effective and timely feedback to practitioners and operational managers and producing clear and instructive reports for a range of management groups and governance bodies, to ensure that improvement is achieved.</p> <p>Contribute to the design and development of systems to enable the dissemination of audit and quality assurance findings and other relevant activities to ensure that opportunities for improvement are acted upon.</p> <p>Lead and support operational managers and practitioners engaged in audit/review activity and contribute to routine training for staff to promote excellence in auditing and review.</p> <p>Undertake auditing, reporting and evidencing work in respect of auditing required for inspection and other regulatory activity to meet regulatory requirements.</p> <p>Ensure that learning from audit/review activity is fed appropriately into learning and development processes and that links are made with partner services and agencies to enable wider organisational learning.</p> <p>To contribute to strategic development of the service which ensures effective provision for and the inclusion of pupils with Education Health and Care Plans</p>
Work Context	<p>The local authority retains statutory responsibility for many aspects of education and safeguarding. Whilst the education systems are more drivers and there is a strong movement towards a schools led system the LA remains the champion for all children, helping them reach their potential. Ensuring that Surrey's schools are welcoming to all children and provides inclusive education is a key role for the LA.</p> <p>SEND Quality Managers work closely with a range of officers, partner agencies, service user groups, members and other stakeholders balancing competing priorities.</p> <p>SEND Quality Managers necessarily make judgements about the practice of others and must do so with both authority and sensitivity.</p>
Line management responsibility if applicable	Invision Coordinator

Budget responsibility if applicable	Indirect through quality assurance activity
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Implement countywide strategies and support the development of long term planning. • Lead projects and reviews within a technical area of work to support and enhance service delivery. • Plan workloads and secure resources to enable the team/s to achieve a quality service. <p>Policy & Compliance</p> <ul style="list-style-type: none"> • Provide technical advice and recommendations within defined policy and procedures to ensure compliance with relevant legislation, policies and industry standards. • Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. <p>People and Partnerships</p> <ul style="list-style-type: none"> • May manage a team operating in a specialist area or oversee the delivery of a range of support services to a service or function. • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. <p>Resources</p> <ul style="list-style-type: none"> • Assist with budget/resource/funding management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: Responsible for ensuring health & 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.</p>

**Education,
Knowledge, Skills &
Abilities, Experience
and Personal
Characteristics**

- Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject.
- May require a specialist technical qualification or membership of an appropriate professional institution.
- Previous experience working in related field.
- Comprehensive understanding of subject matter, legislation, principles and practices relevant to the technical area.
- Competent in a range of IT tools.
- Previous management experience including staff supervision, development and organisational skills.
- Proven ability to apply project management principles and techniques to manage a range of projects through to completion.
- Proven ability to establish and maintain highly effective working relationships with a range of stakeholders.
- Comprehensive knowledge of computerised business systems.
- Significant practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public.
- Proven written and oral communication with the ability to influence and work in collaboration with others.
- Ability to understand, meet and exceed customer expectations.
- Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> •Degree level qualification or equivalent experience •Detailed knowledge of special educational needs legislative framework and government policy and initiatives. •Highly developed presentational skills, particularly in relation to report and letter writing with evidence of ability to summarise complex information in written form. •Excellent advocacy, time management and organisation skills. •Excellent inter-personal skills and ability to develop effective and positive collaborative working relationships with a range of colleagues, and members of the public. •Effective use of ICT including data management. •Proven track record of managing a range of responsibilities and co-ordinating service delivery in a multi-disciplinary environment. •Experience and/or detailed understanding of SEN casework and statutory processes. •A positive outlook that celebrates success, builds on a framework of good practice and seeks constructive solutions to problems. •Ability to model and promote a culture of clear communication, supporting the development of effective communication skills in others. •Ability to influence organisational development pro-actively using feedback from your area of responsibility. •Ability to communicate effectively in highly charged, complex or challenging situations to a wide range of audiences for different purposes and at different levels, including public speaking. •Willingness to accept accountability for the management of risk. •Ability to travel, preferably car driver with current, clean driving licence valid for use in the UK.
Role Summary	<p>Roles at this level typically lead and manage the work of a specialist team or they may hold a technically specialist professional role providing complex advice or managing specialist projects. They will use technical knowledge to audit or analyse situations and data to aid them in ensuring regulatory or technical compliance of others. They will work closely with a range of agencies and stakeholders to ensure delivery of agreed industry and service standards in a cost effective way. Forward planning could be for months ahead and the role will contribute to longer-term development.</p>

Reference Number	<p style="text-align: center;">BM-2022-647</p>
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