

Role Profile

Part A - Grade & Structure Information

Job Family Code	9PCS	Role Title	A2E Service Co-ordinator East.West
Grade	PS9	Reports to (role title)	A2E Area Lead
		Directorate / School	Children's, Families & Lifelong Learning
JE Band	314-370	Service / Department	Access to Education
		Date Role Profile was created	03/10/2025

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	A2E Service Co-ordinator East.West will co-ordinate, support and develop packages of intervention for children referred where the Council has a duty to make provision under S19 of the Education Act 1996 A2E Service Co-ordinator East.West will do this by •Work with the Area Lead of the service to facilitate pupils' continuing learning and reintegration into school. •Co-ordinate the delivery of services that improve outcomes for pupils referred to the Access to Education service. •To line manage a team of HLEA/ Learning Mentors. •To act as deputy designated safeguarding lead •Represent A2E at CIN, ICPC, RCPC, Core Group and TAF meeting for students to give an overview of engagement, attainment and any safeguarding concerns •Manage data within the service. •Undertake initial home visits and risk assessments for new referrals to the service •To work as part of A2E SLT to review referrals and agree programmes of study appropriate for the pupil •Support in developing programmes of support and provision for children referred to the service including the timetabling of activity •Support Area service decision making to support in developing individual packages of support for children •Provide advice and guidance for all staff when issues arise in the daily delivery of provision to students •To manage a caseload of complex cases and work with services to support children and families to access appropriate provision •Monitor and action referrals made to the Area A2E Service •To offer advice and support to schools regarding support provided by A2E to include advice around referral •Day to day advice and management of community hubs •Support with completing initial home visits of families referred to the service •Support the Area Lead A2E to review individual packages of support for children open to the service •To liaise with schools to facilitate pupil reintegration •Understand, uphold and have regard for the requirements to safeguard and promote the welfare of pupils and to be accountable for maintaining DBS and ID records for staff.
Work Context	The post holder will be office based in the office for the relevant area: West - Victoria Place; East - Woodhatch Place, Reigate; East - Dakota, Weybridge. However it is recognised that the post holder will spend time supporting staff in community hubs. The post holder will be required to travel within the designated area to attend home visits, risk assess, and monitor off-site provision and students. Support in the maintenance of community hubs will be agreed with the Area Lead and A2E Area Deputy Lead. The post holder will be responsible for keeping the data and provision regarding students up to date, and updating data on Children Missing Education (CME) and Pupils Missing Out on Education (PMOOE). Pupils are referred to Access to Education throughout the year, so the role will involve working with a constantly changing cohort of young people. A number of pupils may have medical needs that prevent them from attending school. Part-remote working options are available: working part time in the office base location and part time from home or another space (to be agreed with line manager). Training and development opportunities
Line management responsibility if applicable	Direct line-management of a team of HLEAs/ Learning Mentors
Budget responsibility if applicable	None

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. - Investigate concerns, complaints and safeguarding issues to promote satisfactory and positive outcomes and protect vulnerable members of society. Service Development - Contribute towards developing professional policy, standards and procedure and / or developing and implementing team plans and monitoring and reviewing of services to enhance quality of service. 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. - Contribute to service plans and plan staff resources to maintain operational delivery of services. Finance/Resource Management - Assist with budget/resource/funding management in accordance with the organisation policies and procedures. 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 ensure quality, integrated service delivery. - Work in partnership with service users, their families/carers. People Management - Line manage and/or supervise, guide, advise and mentor less experienced or non-professionally qualified staff on casework and provision of care services, making sure that staff act in accordance with procedures and good practice. Assist in the development of staff and in the timely provision of services. 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	- Relevant professional qualification and relevant registration where required and experience, or considerable experience of working within the service area. - High level working knowledge of relevant legislation, procedural frameworks and practice standards in a specialised area of practice. - Able to assess, plan and review appropriate support. - 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. - Proven written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels. - High level problem solving skills with the capacity to devise and implement innovative solutions. - Able to lead team working, and use supervision to improve personal performance and practice of junior staff. - Understanding of the principles of confidentiality and information governance and how these apply to social care. - Ability to communicate with compassion and authority in challenging situations and with resistant individuals, be able to effectively engage with people in complex situations both short-term and building relationships over time. - 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/HND or equivalent. Experience of management of staff. Experience of working with young people. To be competent in the use of Office software including Excel, Word, Office 365 and data management systems. Have a knowledge and understanding of school systems. Satisfactory DBS clearance is required.
Role Summary	Roles at this level may manage a small team delivering specific front line services and/or will be an experienced professional assessing and managing a complex caseload supporting consistency and standards of practice, in a defined service or geographical area. They will require a professional qualification and experience or extensive practical experience. They usually work with a range of agencies and extended services in various settings, to provide advice and guidance to support the service user group. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. Forward planning could be for months ahead although the role will contribute to longer-term development. They will work largely autonomously with access to guidance from more experienced professionals.
Reference Number	BM-2025-394