

<b>Job Title:</b> SEND Operations Manager	<b>Role Profile Number:</b> PCDH76
<b>Grade:</b> R	<b>Date Prepared:</b> 03 December 2020
<b>Directorate/Group:</b> Children's Services- Inclusion and Achievement	<b>Reporting to:</b> Head of Statutory SEND Services
<b>Structure Chart attached:</b>	No

### Job Purpose

1. On behalf of the Council and working with the Head of Statutory SEND Services, ensure that the strategic direction and improvement for special educational needs and disability is well planned and making a positive difference to the outcomes for children, young people and their families
2. To work in partnership with parents, young people, education, health and care services, commissioners and information services in the integrated and joint delivery of statutory processes and SEND provision, duties and services for special educational needs and through efficient delivery systems and processes.

### Key Accountabilities

- To lead, organise and manage aspects of the operational development work of the Statutory SEND Service and management of the Delivery Team within the Service.
- Provide staff with effective management and ensure that there are high quality systems of internal and external communication.
- To lead and manage the Special Educational Needs finance and monitoring business systems.
- To research, develop a strategy to ensure best value from commissioned specialist places and deliver place planning functions of the service with the SEND Statutory Service Senior Manager.
- To manage the place planning and commissioning functions of the service in conjunction with key partners.
- To work with the SEND Statutory Team to deliver the SEND Service Business Improvement Plan and to ensure SEN performance targets are met and quality assured in accordance with the SEND Quality Assurance Framework.
- To ensure there are clear lines of communication between teams about levels of support, placement, transport and provision for pupils with SEND.
- To maximise the use of ICT in the assessment and review process and develop innovative

ways of working with digital solutions.

- To support the delivery and Governance processes in relation to the SEND and Inclusion Strategy and Written Statement of Action.
- To establish a strategy and lead on the reporting and accountability requirements for the service, ensuring IT and data systems, quality assurance and performance tracking are efficient and transparent within local, regional and national contexts and meet the information and scrutiny roles of different stakeholder groups, particularly parents, commissioners and providers.
- To establish, develop and lead on a strategy for effective joint working for SEN and SEND related services and provision at the points of service (re)design and delivery, working with the Commissioners across the council and CCG.
- To ensure that the within service commissioning and procurement decisions are made in line with and inform a dynamic strategic commissioning plan and needs assessment and work with other Commissioners (education, health, public health and social care) to achieve this.
- To ensure needs assessments and reviews are undertaken regularly and together with partners, supported by efficient systems and business practice.
- Management of service performance management processes to ensure high service standards, cost effective delivery, customer responsiveness and engagement, and measurement of impact on outcomes for children and young people.
- To lead and ensure efficient service management of relevant revenue and dedicated school grants (DSG) budgets, reporting to the Head of Statutory SEND and working with the Head of Statutory SEND to ensure financial health through best value reviews, stakeholder engagement, provider support and innovatory forward planning.
- To represent to the Local Authority at conferences, or regional groups and at cross border events including the South West SEND Group meeting, ensuring that development plans learn and benefit from best practice and collaborative working.
- To ensure service work undertaken meets the required standards and performance criteria for the safeguarding and well-being of children and young people.
- To ensure that all work undertaken enables equal opportunities regardless of ethnicity, disability and other protected characteristics
- Promote the Children's Services in accordance with the Business Plan and good customer care practice and be responsive to customers, Governors and elected members.

### **Supplementary Accountabilities**

- To act as a LA representative on national or regional groups and deputise for the Head of SEND or Director of Inclusion and Achievement when required.
- The post holder, when deputising for the Head of Service, is responsible for making decisions that impact on budgets held by senior leaders and therefore has to demonstrate and apply a clear rationale within regulations and local policy for delegated decisions
- Occasional requirement for lone working and working within community settings
- To be available during usual office hours in order to ensure business continuity for the service across the working week. To work flexibly on occasions, where directed, outside usual hours in order to provide effective service delivery

## **Knowledge & Experience**

### Essential

- Excellent oral and written skills, adaptable for a range of audiences, requiring a high level of interpersonal skills and communication competencies, including advocacy, coproduction, conflict and dispute resolution.
- Experience of working proactively with partners and stakeholders including parents, children and young people to gather feedback and shape the service provided.
- An understanding of current issues and legislation relating to special educational needs and disability, inclusion and human rights
- Working knowledge of the education curriculum and graduated approach, personalised learning and education assessment processes, of Care Act and health transformation planning and NHS standards
- Experience of commissioning and preferably joint commissioning services
- A competent level of IT and computational skills
- Understanding of value for money and experience of budget or resource management, inspection, commissioning or formal service reviews
- Experience of management of project or team working and of implementing systemic and/or cultural change
- Commitment to continuous professional development of self and others
- Ability to analyse technical , qualitative and quantitative information from a range of sources and synthesise

### Desirable

- An understanding of the educational implications of the full range of special educational needs (SEN) from 0 – 25 years and of the features of an effective preparation for adulthood

## **Qualifications**

### Essential

- Degree in education (B.A, B.Ed) or equivalent leadership and/or management/business qualification or substantial equivalent experience

### Desirable

- Post graduate qualification in special educational needs /disability or closely related area
- Experience of commercial business
- Management experience in an education, health or care service

## **Decision Making**

### Essential

- Ability to establish relationships based on trust and respect and shared objectives to facilitate joint planning, decision making and improved outcomes for children and young people
- Effective decision making relating to prioritisation of time within a context of

competing demands

- Ability to work effectively and to make justifiable decisions when under pressure, particularly from competing demands and priorities, often within tight timescales, and without the opportunity to confer with a senior leader.
- Effective people management that ensures that tasks, skills and development opportunities are used to deliver best value and service improvement

Desirable:

- Efficient and robust decision making based on a thorough understanding of the Special Educational Needs and Disability Code of Practice and related guidance, regulations and law.

### **Creativity and Innovation**

- A commitment to think innovatively, creatively and logically, to develop creative solutions which can contribute to the development and successful implementation of SEN policy and strategy.
- Excellent oral and written communication skills, adapted for a range of audiences.
- To be available during usual office hours in order to ensure business continuity for the service across the working week. To work flexibly on occasions, where directed, outside usual hours in order to provide effective service delivery

<b>Job Scope</b>	<b>Budget Holder</b>	<b>No</b>
<p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"><li>• 1 Delivery and Systems Team Leader</li><li>• 1 Quality Assurance Officer</li><li>• 1 SEND Inclusion Training Officer</li></ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"><li>• Operational management reviews</li><li>• Strategies for improving business functions</li><li>• Quality audits</li><li>• Performance reviews</li><li>• Intelligence gathering and analysis</li><li>• Development of infrastructure systems and policies</li><li>• Stakeholder engagement and service design</li><li>• Service delivery and performance tracking including quality assurance</li><li>• Management of strategic group operations</li></ul>		

### **Contacts and Relationships**

Ability to engage with parent and young people's information and advice services, disagreement resolution and other services for parents and young people with SEND.

Ability to work closely with providers and other services to develop provision which builds local capacity to support all young people and which helps shape and improve the SEND service

Evidence of ability to work with tact and sensitivity with clients and others including

- SENDIST, Department for Education Advisors, Ofsted
- Managers, practitioners in a wide range of services for children and young people within the public, independent and community sectors
- Council and NHS/CCG staff including leadership groups and elected members
- Parents, young people and children with special educational needs and disability
- Information and advice services, alternative provision leads, school improvement and Virtual School

### **Values and Behaviours**

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	