

Job Title: Quality Assurance Senior Officer	Role Profile Number: PCDH53
Grade: Q	Date Prepared: October 2019
Directorate/Group: Children's Services - Education	Reporting to: SEND Operations Manager
Structure Chart attached:	Yes

Job Purpose

1. To provide management of the quality assurance functions for the statutory processes within the service and a reporting function to the Local Authority for the efficient use of high needs funding and compliance with commissioned and statutory requirements by providers for children and young people with high needs (special educational needs and disability)
2. To establish a robust quality assurance programme which supports and challenges in order to improve outcomes for children and young people with SEN
3. To operate as a sector specialist in providing an audit and analysis function within the service

Key Accountabilities

- To develop and deliver a strategy to maximise use of other sources of revenue and resource in order to make best use of the high needs funding; to include effective use of personal budgets, joint commissioning and strong integrated practice and early help, working with a range of partners including health
- To analyse and present area wide data on SEND and the use of dedicated resources including statutory services and high needs funding, in order to understand strengths and areas for development against national benchmarks
- To develop a clear understanding of SEND practice across educational providers for Swindon, working with school improvement and the service Inclusion and Training Officer, to establish where there are strengths and areas for development
- To provide support and challenge to individual education settings to ensure best practice, improved outcomes and effective delivery of the provision specified in Education, Health and Care Plans

- To organise and deliver targeted reviews and thematic investigations of provision, spend and demand to inform commissioning reviews, resource allocation and efficiencies, best value reviews and sufficiency planning (workforce and provision).
- To support in maintaining a clear line of sight on the quality and consistency of decision making for high needs funding allocation and the use of such allocations at organisation and individual child/young person level to deliver specified provision and achieve expected outcomes.
- To ensure that all educational settings and partner agencies are provided with relevant and current advice, guidance and policy with regard to the discharge of statutory duties and responsibilities by the Local authority and partners with regard to special educational needs and disability.
- To lead and manage the operation of the quality assurance area framework for SEND working with leads in key services, in health and in adult and children's care to deliver a coordinated programme of scrutiny and moderated self-review relating to the statutory assessment of special educational needs
- To manage and review service complaints, concerns and compliments , including biannual thematic analysis of SENDIST tribunal and formal mediation activity in order to inform quality reviews of service and shared functions.
- To support in developing a strategy to coordinate area wide quality assurance intelligence and analysis for performance management reviews and strategic decision making, working with the Inclusion and Training Officer and Policy and Performance Officers in the service and partners agencies to effect change and improvement.
- To ensure 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 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

- Sector specific experience e.g. senior SENCo, education business manager in specialist provision
- Knowledge and experience of quality assuring assessments and assessment decisions.

- Excellent oral and written skills, in order to inspire and engage a range of participants in self-review and critical analysis of performance and productivity
- Evidence of a good level of IT and computational skills
- Data analysis skills
- Successful programme management experience in the field of service review and development, or change management
- 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
- Understanding of value for money , best value, efficiency and productivity, and experience of budget or resource management
- Effective reporting and presentational techniques that can deliver change and results

Desirable

- Experience in the use of key audit tools such as job analysis and organisational risk assessment

Qualifications

Essential

- Degree level qualification, or level 5 qualification and/or significant equivalent professional experience

Desirable

- Qualification or post graduate training in special educational needs such as the national SENCo award, and/or finance, accounting or business administration
- Qualification in internal auditing

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
- Decision making informed by a comprehensive grasp of risk management, control and governance and the role and centrality of stakeholder needs and expectations
- Critical analysis and scrutiny skills in order to inform robust quality assurance outcomes and achieve the best results
- Effective decision making for prioritisation of time and activity within a context of competing demands
- 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, financial regulations and procurement requirements.
- Analysis and findings based on best value principles and outcomes based accountability

Creativity and Innovation

Essential

- A commitment to think innovatively, creatively and logically

- Excellent oral and written communication skills; and adaptable inter-personal skills.

Contacts and Relationships

Evidence of ability to work with tact, clarity of purpose and sensitivity with clients and others to include

- 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
- 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

<u>Job Scope</u>	Budget Holder n/a	
Number and types of jobs managed n/a	Responsibility	No
Typical tasks supervised/allocated to others		

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	