



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Delivery and systems Team Leader	Role Profile Number: PCDH45
Grade: Q	Date Prepared: 19 th June 2019
Directorate/Group: Children Services Children's Services- Education	Reporting to: Deputy SEND Manager
Structure Chart attached:	

Job Purpose

1. On behalf of the Council, to manage and develop the SEND service systems in order to deliver strong performance and accountability and ensure a customer focused approach across all teams that delivers well within a best value framework
2. To work effectively in partnership with parents, young people, education, health and care services, commissioners and information services in the delivery of statutory processes for special educational needs and improve outcomes

Key Accountabilities

- To lead on changes and improvements to the systemic infrastructure for the delivery of statutory duties within the service with specific responsibility for database, information management and other electronic systems, public facing portals and service wide business functions.
- To be responsible for research, development and implementation of the data management strategy within the service to ensure high service standards, legal compliance, cost effective delivery, customer responsiveness and the measurement of impact of outcomes on children and young people, ensuring completion of data returns and data analysis reports.
- Reporting to the Deputy Head of SEND and working with the Local Authority performance leads and Education Finance Manager, develop and manage mechanisms for audit and quality assurance processes across the service.
- To work with the service officers to ensure necessary financial reporting, reconciliations and projections are in place and available to inform service planning so that management oversight of delegated financial responsibilities is co-ordinated and well informed.

- To lead on establishing a management programme to provide effective and relevant high needs financial management ensuring effective options appraisals and consultations for any development and change, and effective implementation of the current strategy within and the service and with service partners
- To review service business functions and develop options for efficiencies and alternative delivery options, including trading opportunities and additional funding routes to support delivery and development
- To manage the administrative work flow and requirements across the service
- To work with managers and other strategic leads to anticipate and agree appropriate actions/mitigations where achievement of service core functions and performance targets are at risk.
- Lead on ensuring funding policy and guidance for high needs students is reviewed and implemented as appropriate within the service.
- Lead and manage as required consultation, surveys and development of options to influence policy change and prepare reports to the Cabinet, Children's Trust Board, Lead Member, Commissioning Leadership Team, and Central Government.
- 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

- Responsible for the effective operation of the delivery team
- Responsible for approval of service consumables, equipment and business costs and related invoices for SEND Services and for ensuring efficient use of shared resources.

Knowledge & Experience

Essential

- Evidence of a high level of IT , e-management systems, and computational skills
- Experience of working proactively with partners and stakeholders including parents, children and young people to gather feedback and shape the service provided.
- An understanding and experience of managing commissioning and /or procurement and brokerage
- Experience of managing staff and/or change to achieve improved service delivery and service user outcomes.
- Experience of working with multiple or complex financial funding streams
- Understanding of value for money and experience of budget or resource management

Desirable

- Experience of an education electronic management system e.g. Capita
- An understanding of current issues and legislation relating to special educational needs and disability, inclusion and human rights in order to inform systems planning, operation and review.

Qualifications

- Level 5 qualification in a relevant field, or substantial equivalent experience
- Evidence of a commitment to continuing professional development for self and others

Desirable

- Experience and /or training in a commercial setting

Decision Making

Essential

- Effective decision making relating to prioritisation of time within a context of competing demands
- Effective planning for maximisation of resources
- 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 officer.

Desirable

- 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

Creativity and Innovation

Essential

- Able to make decisions based on strong analytical skills that takes account of required outputs and impacts
- Strong oral and written communication skills
- Innovation and able to recognise and develop the potential for doing things differently

<u>Job Scope</u>	Budget Holder	No
<p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • 1 policy and performance officer • 2.5 SEND Delivery Support Officers <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Operational business functions • Management of key processes and plans • Line management 		

Contacts and Relationships

Evidence of ability to work with tact 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 through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.