



Service Manager, Attendance & Inclusion Role Profile

Job Title: Service Manager, Attendance and Inclusion	Role Profile Number: SBC_11834
Grade: S Grade Salary:	Date Prepared: March 2023
Directorate/Group: Children's Services Inclusion & Achievement	Reporting to: Director Education, Inclusion & Skills
Structure Chart attached:	Yes

Job Purpose

To be the responsible senior manager overseeing the Local Authority's statutory duties in relation to education safeguarding, attendance, and associated legal interventions, post 16 participation in education, employment or training (EET), exclusions and re-integration, Children Missing Education, Child Employment and Elective Home Education.

Key Accountabilities

- To lead on the strategic planning and delivery of all statutory requirements in relation to school attendance, safeguarding and welfare, Children Missing Education, Child Employment and Elective Home Education and delivery of the council's Attendance Strategy.
- To lead on the strategic planning and delivery of all statutory requirements in relation to suspensions, exclusions and managed moves.
- To lead on the strategic planning and delivery of all statutory requirements in relation to the participation of young people 16/17 (up to 25 with SEND) in education, employment and training, and maintaining a tracking system.
- To lead on the strategic planning and delivery of all statutory requirements in relation to education safeguarding as outlined in 'Keeping Children Safe in Education' and to represent Education as part of Local Safeguarding partnership arrangements.

- To lead a team to deliver our statutory duties outlined above, providing effective line management and case supervision.
- To ensure that through quality assurance and effective performance management we are able to deliver agreed priorities and high quality services which have measurable positive outcomes for children, young people and families.
- To ensure effective use of data to be able to understand, analyse and report on performance, using benchmarks where appropriate.
- To take the strategic lead for working across children services and the wider council to ensure that relevant teams are trained and supported and able to contribute to the attendance, post 16 participation and education safeguarding strategies and plans.
- To take the strategic lead for working with schools, colleges and other education providers to implement key strategies, plans and processes in relation to attendance, post 16 participation, exclusions and managed moves and safeguarding, including Ofsted investigations
- To manage a budget and monitor the budget for the service area and oversee trading of Education Welfare.
- Strategically plan, manage and monitor the use of all resources (financial, human and other) and make efficiency savings where appropriate to ensure that the strategy for the directorate is achieved.
- To develop and update strategic plans, policies and procedures relevant to the service area and ensure they are co-produced with relevant stakeholders.
- To provide strong leadership to the team, setting the strategic direction and operational frameworks for effective working.
- To identify the learning and development needs of the team and work with human resources and organisational development to ensure effective planning of training and other development opportunities.
- To provide reports and briefings to Senior Managers, Council elected members, scrutiny and cabinet as required in response to specific matters and/or development of policy and legislation relevant to the services.
- To manage risk effectively; to anticipate, plan for, and escalate issues which effect the service's resilience and effectiveness or where there is risk of reputational damage to SBC
- To promote and develop good working relationships in accordance with HR policies and codes of practice, and to follow agreed procedures for the resolution of staff disputes, and concerns about

absence, conduct, performance, and competence.

- To respond effectively to complaints about the service.
- To maintain a high level of knowledge regarding attendance issues, including policy, law and best practice in order to provide training, advice, support and challenge to schools and colleagues.
- To ensure regular audits are undertaken to ensure best practice in regards to delivery, record keeping and seeking the voice of the children, young people and families to ensure quality assurance and service development of the service area.

Supplementary Accountabilities

- To deputise for the Director Education, Inclusion and Skills where required.

Knowledge & Experience

Essential:

- Substantial senior management experience within education or social care
- Demonstrable evidence of leadership and management skills and the management of change.
- Experience of managing individuals and teams to deliver statutory duties and delivery agreed outcomes
- Substantial experience of developing synergies and partnerships within an organisation and with external partners to influence partners and ensure statutory duties are met
- Detailed knowledge of national policy and legislation in relation to attendance, post 16 participation, safeguarding and SEND/inclusion.
- Demonstrable evidence of successful innovative approaches, problem solving and effective decision-making.
- Strong verbal, presentation and written communication skills and experience of writing formal reports
- Experience of managing meetings with people in difficult and often stressful/confrontational situations
- Good digital skills and advanced user of MS Suite such as powerpoint and excel
- Excellent presentation, written and verbal communication skills
- Knowledge and understanding of commissioning processes
- Clean Driving License
- Ability to work independently and as part of a team.
- Ability to work under pressure and remain calm in stressful and emotional situations.

Desirable :

- Substantial experience in an educational setting
- Experience of leading teams to deliver LA statutory duties in relation to attendance, participation or safeguarding.

Qualifications

- Degree level qualification or equivalent (Level 6) in an area relating to Education or related discipline.

Decision Making

- To be able to make prompt decisions in capacity of a senior manager.
- To be able to use own initiative in making effective leadership decisions underpinned by Borough policy.
- Ability to prioritise own workload and to meet tight deadlines.
- Acknowledge the need for a collaborative approach in complex situations.
- To take into account

Creativity and Innovation

- Due to the complex nature and scope of the role there is a need for a high level of creativity, solution focused approach and innovation.
- There is an ongoing need to update strategies and plans which drive practice and procedures to respond to new guidance and initiatives on both a local and national level.

<u>Job Scope</u> Number and types of jobs manage Manage approx. 20 staff across attendance and inclusion, post 16 participation and safeguarding. Typical tasks supervised/allocated to others	Budget Holder Responsibility Asset Responsibility:	Yes Staffing Mobile phone - Laptop
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Other Key Features of the role

- Attendance at meetings at times required to meet objectives

Employee Signature:	Print Name:
Date:	

Line Managers Signature:	Print Name:
Date:	