



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Service Manger SENDIASS	Role Profile Number:
Grade:	Date Prepared: August 2018
Directorate/Group: Children's Services	Reporting to:
Structure Chart attached:	No

Job Purpose

To give leadership, support and direction to SENDIAS service, and enable the organisation to achieve its objectives.

Key Accountabilities

- To represent the service at national, regional and local levels in strategic discussion and decision making about matters relevant to the work of SENDIASS and related SEND Support services
- To lead strategic planning for the development of the work of the organisation in consultation with the Management Committee and local authorities
- To lead on implementation of the Business Plan and to regularly report on strategic developments to the management committee
- To lead on regular monitoring and review of the work of the SENDIAS Service, in line with the requirements of the commissioning agreements
- To promote and represent SENDIASS with key partners and stakeholders, to foster good relations with government, statutory and voluntary bodies, together with other relevant organisations and to ensure that the service is presented in a professional manner to its members and stakeholders
- To enable creative and innovative responses to new circumstances and challenges
- To attend management committee meetings and make recommendations to the committee on policy and strategic development, implementation and review

- To continue to take positive action to involve under-represented groups in the work of SENIASS
- To monitor budget income and expenditure
- To supervise the work of the Local Coordinator and volunteers to support them in delivering training and other local initiatives, and ensure that the service is involved in relevant local consultation and strategic planning
- To supervise the work of the helpline and foster good communications throughout the organisation
- To lead on CPD and supervision of staff, and development of projects, courses and presentations at a local and regional level
- To support Commissioners and the management committee to negotiate contracts and service level agreements with funders and to prepare reports and attend annual SLA meetings as required.

Supplementary Accountabilities

- Additional ad hoc tasks as required across the Education Commissioning team as business need arise.

This job description is intended as a general guide to the duties of the post and is not inflexible. It may be altered from time to time to reflect the changing needs of the organisation in consultation with the post holder.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Knowledge/experience of parent support work and/or children with SEN
- Knowledge of education sector with particular reference to SEND
- Management responsibility and/or report writing
- Strategic planning and implementation involving local government and other stake-holders
- Successful project management including staff and budget control
- Experience of working in or with the voluntary sector is desirable
- Ability to represent the organisation effectively, with excellent relationships and partnerships
- Understanding the importance of ICT
- Ability to network and build constructive working relationships and partnerships
- Ability to assimilate/communicate information from written materials and other sources
- High level of organisational planning/prioritisation skills including an ability to work to deadlines and use initiative
- Excellent interpersonal skills, including negotiating and staff management
- An innovative and creative approach to change and challenge
- Understanding of the role of the parent partnership and public policy in relation to SEN

- Statutory and legal requirements for voluntary sector organisations and governance issues
- Knowledge of education sector with particular reference to SEN
- Knowledge of employment legislation and human resources good practice
- Strong knowledge and commitment to equalities and non-discriminatory practice
- Excellent listening, communication and interpersonal skills.

Qualifications

- Educated to Degree Level standard or comparable experience

Decision Making

- Ability to prioritise workload
- Ability to act on information and communicate with the appropriate stakeholders

Creativity and Innovation

- Ability to identify changes in existing procedures to make a positive difference.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • • <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • None • Engage and communicate all Staff, Middle and Senior Management level 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>.</p>
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Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Engagement at all levels including Heads of Service, senior managers, and other key stakeholders, including external providers and families.

Other Key Features of the role *(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)*

- Ability to travel across the Borough to attend external meetings

- Occasional need to attend meetings outside of normal working hours.

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