

<b>Job Title:</b> Policy and Performance Officer	<b>Role Profile Number:</b> SBC_11361
<b>Grade:</b> CFL7	<b>Date Prepared:</b> May 2025
<b>Directorate/Group:</b> Children Services	<b>Reporting to:</b> SEND Compliance Officer
<b>Structure Chart attached:</b>	No

### Job Purpose

1. To develop systems, policies and procedures that ensure the improving performance of the service and to the areas of strategic development that fall within the service scope.
2. To ensure that resources available for SEND & Inclusion service delivery are used well and effectively and that the service is fully accountable through audit and scrutiny for reporting and governance purposes.
3. To work effectively in partnership with parents, young people, education, health and care services, commissioners and information services in reviewing and developing delivery and processes for an efficient and responsive service.

### Key Accountabilities

- To lead and manage the implementation of agreed service developments relating to systems and policies.
- To lead on maintaining an overview, review plan and to develop SEND and Inclusion policies and associated development work for compliance and to improve impact on outcomes for children and young people
- To coordinate Freedom of Information and Subject Access Requests, Information Sharing agreements, privacy notices, and customer satisfaction mechanisms to ensure an efficient service response and better understand information and service requirements.
- To engage with parent and young people's information and advice services, disagreement resolution and other service providers for SEND in order to understand what is working well and what needs attention and to use this information to shape policy and system development.

- To lead on ensuring that all SEND policies and systems that fall within the service responsibility are compliant for statutory requirements and regulations, regularly reviewed and updated, and realise of the benefits of coproduction.
- To lead and deliver all public consultations in relation to SEND and Inclusion policies including the drafting of consultation documents and report for Cabinet.
- To lead on the development and maintenance of a policy library and annual review calendar, working alongside the Inclusion and Training Officer to ensure all SEND Service Staff receive annual updates.
- To represent the SEND Service in working with colleagues across the Local Authority to ensure that statutory SEND information is accurate in their policies, for example, the Elective Home Education Policy.
- To manage the effective use by the service of the education management system to ensure it is streamlined and meets the strategic and operational requirements of the teams, as well as improved data collection and monitoring for performance tracking and reporting.
- To manage maintenance of service records to support service performance management requirements, and the process of commissioning services and provision including quality assurance projections.
- To research and develop a strategy in partnership with colleagues and partners to deliver the service core business functions
- To link with public health, Designated Clinical Officer and early years providers to ensure effective information sharing regarding the profile and needs of children and young people with SEND.
- To collect, collate and interrogate data relating to performance of the service and area delivery for SEND & Inclusion.
- 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**

- 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.
- Evidence of a high level of IT 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 of current issues and legislation relating to special educational needs and disability, inclusion and human rights
- Understanding of value for money and experience of budget or resource management
- Significant experience of project or team working and of implementing systemic change
- Ability to analyse technical assessment information from a range of professionals and synthesise

## **Qualifications**

### Essential

- English and mathematics GCSE grade C or above, or equivalent
- A commitment to continuous professional development for self and others

### Desirable

- Educated to level 3 or above in a relevant subject or significant equivalent experience.
- Degree level qualification

## **Decision Making**

- 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 officer.
- 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.

## **Creativity and Innovation**

- A commitment to think innovatively, creatively and logically, to develop creative solutions related to statutory casework, and which contribute to the development and successful implementation of SEN policy and strategy.
- Excellent oral and written communication skills, adapted for a range of audiences which will requiring a high level of inter-personal skills and communication skills.

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

## **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).