

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Education Health Care Service Manager (June 2024)

People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

The SEND Service Manager has a key strategic role in improving and developing SEND service and the successful candidate will have a proven history of leading and managing a successful team in a fast-paced environment. The postholder will work alongside two other EHCP Service Managers and Head of SEND to manage and lead the EHCP Service.

They will have a proven track record of SEND experience, working with key stakeholders and partners to continuously develop and improve SEND services. They will be calm under pressure, whilst making consistent and fair decisions leading the service area and reporting to the Head of SEND and Children's Services Management Team.

They will be an excellent communicator who puts children first at the heart of all they do. The postholder will championing the needs and rights of children with SEN and disability and those with complex needs to ensure they receive their educational entitlement.

To recognise that parents and partners are the key to achieving better outcomes, the development of relationships between parents and services to increase engagement and involvement through co-production at an individual and strategic level.

To be accountable for performance related to the education of children & young people with special educational needs, narrowing the gap in outcomes between vulnerable children, young people, and their peers by improving access, aspiration and achievement.

Accountable to:

This role is accountable to the Head of SEND, responsible for the direct line management of Education Health Care Officers. The role sits within Children & Young Person's Services, part of the People Directorate in West Northamptonshire Council.

Responsibilities:

To effectively lead and manage the SEND team within WNC to ensure delivery of all local and nationally required objectives and outcomes.

1. The ensure the development of coherent and integrated services for children and young people aged 0 to 25 with special educational needs to improve their lives and achievements, through an effective co-production approach.
2. To be a key stakeholder, modelling effective partnership work across the People Directorate, health services, settings, schools, colleges, voluntary and community organisations to deliver integrated and inclusive solutions that improve access, raise achievement, improve outcomes and life chances for all children & young people with special educational needs.
3. Leading, manage and direct a service that focuses on excellence and sets out clear and ambitious priorities re the educational attainment, achievement and progress of children with SEN and disability.
4. Ensuring that, through a range of interventions and services, children with SEN and disability and young people achieve educationally to the best of their abilities and aptitudes.
5. Developing, implementing and evaluating systems and processes to track and monitor the attainment and progress of children with SEN and disability.

6. Managing the Councils responsibility for the statutory functions and work streams for children, young people with special educational needs.
7. To ensure statutory policies, functions and procedures are in place and consistently applied, including statutory obligations for the Council and locally developed policies (e.g. Communication Policy).
8. Responsible for ensuring that Safeguarding policies and procedures are adhered to across the teams and concerns are raised in accordance with these.
9. To be accountable for the effective management of the SEND complaints and tribunal process, including attendance at initial case management and pre-hearing meeting, and providing instructions to the SEND legal team and tribunals officer.
10. To work within an outcomes-based commissioning approach to service provision, ensure equity of access and high-quality delivery by schools, partnerships as appropriate.
11. Monitoring and management of SEND budgets to ensure the effective use of resources, value for money and compliance with Directorate and corporate financial management requirements.
12. To participate in a Performance Review and Development meeting and undertake a plan of training where necessary. Develop their own skills and expertise in a professional manner.
13. Deputise for the Head of SEND and represent the Directorate as required at national, regional and local level.
14. Support the Head of SEND with the preparation for inspection and regulation in relation to SEND Services and work with partners and key stakeholders to ensure a joined-up system wide approach.
15. Support elected members in carrying out their work and provide advice, assistance and reports as appropriate.
16. Use research and evidence based best practice to inform the delivery of continuously improving services and KPI's.
17. Ensure that head teachers, governors, and designated teachers (schools) know which children have SEN and disabilities and make sure that there is a plan to improve their overall achievement.

Internal Contacts: Directors, Heads of Services, Service Managers and the wider management team across the directorate, Other Council departments (including business partners), this includes our Children's Social Care which is a Children's Trust and all Maintained Schools.

External Contacts: This will include residents, public sector partners such as schools and CVS organisations, also DfE, Ofsted and other inspectorates.

Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
High level of oral and written communication skills and experience of presenting information in a variety of forms, including written reports and presentations to a range of audiences	Essential	A, I
Organisational skills sufficient to plan effectively and ensure targets are met	Essential	A, I
Ability to work as part of a strategic team	Essential	A, I
Ability to manage change in a political environment, including having the ability to deal effectively with elected members	Essential	A, I
Ability to manage, motivate, retain and develop staff appropriately, including managing performance	Essential	A, I
Must have a commitment to vulnerable learners and be able to champion and advocate on their behalf	Essential	A, I
Must be self-motivated and able to prioritise a demanding workload working effectively and competently under pressure	Essential	A, I
Demonstrate effective use of Office 365 (including Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, T, I

Knowledge:	Essential / Desirable	Measured by
In depth knowledge of relevant social care and education legislation and regulations, including relevant performance indicators, statutory regulation, inspection and safeguarding	Essential	A, I
Must have an understanding of children with SEN and disabilities and the reason why they may under achieve	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Extensive experience in schools or local authority	Essential	A, T, I
Experience of coordinating human and other resources, including budgets, to achieve key service delivery or objectives and performance targets	Essential	A, I
Experience of working with SEN and disabled children to ensure they achieve their full potential	Essential	A, I
Substantial experience of working with main grade or senior professional/partners across a wide range of agencies, including schools, social care services and health services to plan, develop and deliver effective services	Essential	A, I
Experience of leading, developing and performance managing staff	Essential	A, I
Understanding of effective teaching and learning	Essential	A, I

Experience of strategic planning, monitoring and evaluation	Essential	A, I
Experience of working in an environment subject to regular inspections	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Degree or equivalent	Essential	A, T, I
Management qualification or evidence of formal management training	Desirable	A, T, I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include:

Enhanced Disclosure and Barring Service check, Disqualification for Caring for Children (Education), Overseas Criminal Record Checks, Prohibition from Teaching, Professional Registration, Non-police personnel vetting, Disqualification from Caring

Day-to-day in the role:

Hours:	37	Primary work base:	Office/Hybrid
Job family band:	11	Worker type:	Part-flexible
Salary range:	£63,510 - £69,613	Budget responsibility:	Yes Shared responsibility for £60m DSG Sole responsibility for c£1m annually
People management responsibility:	Yes – line managing team of approx. 17 members of staff		

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

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Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

