

Rutland County Council

Job Description

Job Title:	SEND Development Officer
Grade:	G05
Department:	People
Team:	Early Intervention, SEND & Inclusion
Line Manager:	Team Manager: SEND

Purpose of the Job:

To contribute to the delivery of the Councils Early Intervention, SEND and Inclusion strategies, providing effective business and operational support to the SEND team in the discharge of our statutory duties in supporting children and young people with SEND and their families.

Key responsibilities:

1. To lead and provide effective operational support for the delivery of SEND and services in line with statutory duties and service objectives and targets.
2. To support and develop the Annual Review processes for Education, Health & Care Plans (EHCPs) for children and young people with SEND, working closely with schools, parents/carers and professionals to ensure the Councils procedures facilitate effective annual reviews and enable the Local Authority to meet its statutory duties.
3. To provide operational support for all annual reviews, coordinating all documentation from schools and colleges and making provisional amendments to Education, Health & Care Plans. Assisting the SEND Case Officers to produce amended EHCPs in line with statutory guidelines.
4. To lead, develop and manage processes for capturing and reporting effectively the views of parents/carers, children and young people about SEND services, acting as a champion for quality customer first approaches.
5. To lead and develop robust customer led intelligence through the monitoring of customer information, being responsible for developing and maintaining effective tracking processes (exclusion, children missing education, annual reviews, EHCPs etc.) and high quality reporting arrangements in support of performance management and service reporting requirements.
6. To co-ordinate the processes for administering Education, Health and Care Plans, ensuring the service meets statutory standards and timescales.
7. To support the school consult process for securing school places for children and young people with EHCPs in line with statutory requirements, undertaking direct consults with schools and local authorities in liaison with case officers.
8. To promote the service, its associated projects and activities, and acting as a main point of contact for parents/carers, members of the public, schools and professionals providing high quality information and advice pertaining to SEND services.
9. To assist SEND Case Officers in managing day to day case work liaising with parents/carers, school, professionals and other organisations to gather information to contribute to effective support and EHCPs for children and young people.
10. To support our tribunal processes including processes for recording and monitor Tribunal appeals, assisting in the preparation of documentation for submitting to the Legal Team, and ensuring legal timescales are met.
11. To provide day to day administration and clerical support to the service including administration of service referrals (EP requests), support for SEND panels, minute taking, correspondence and to prepare and administer reports to a high standard.



12. To lead on the support for SEND Panels, including providing administrative support for the Panel Chair, setting agendas, collation and distributions of papers, minute taking and maintaining accurate records on Liquid Logic for all Panel decision and discussion items.
13. To lead and co-ordinate the contracts process, ensuring all Panel decisions for school placements are accurately recorded, that contracts paperwork is completed in a timely manner and, through liaison with our contracts team, that contracts are in place with providers prior to the commencement of placements/provisions.
14. Provide cover for the SEN Operations & Finance Officer in his/her duties i.e., Statutory Assessment process and SEN Panel, which ensure statutory deadlines are adhered to.
15. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.

This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post.

Person Specification

Qualifications:

Educated to NVQ level 3, or equivalent, in a relevant field such as business administration, education or SEND services.

GCSE grades C or equivalent in English and Mathematics.

Evidence of continued learning and a willingness to undertake further training and professional development.

Experience:

Experience of working in an administrative role and associated processes and practice.

Good working knowledge of Microsoft office packages including Outlook, Word and excel for the purposes of collating data and formulating reports.

Experience of working directly with customers, including face to face and telephony support.

Knowledge:

Knowledge and understanding of latest legislation regarding data protection and freedom of information

Skills:

Ability to work independently using knowledge, experience and initiative to resolve issues.

Good organisational and planning skills and the ability to work under pressure and to deadlines.

Ability to deal with the public with tact and diplomacy and to maintain professionalism, particularly in stressful, emotional or difficult situations.

Excellent interpersonal skills and ability to engage with a wide array of customers and professionals.

Good literacy and numeracy and the ability to write and record information accurately.

Good IT skills, including the ability to use Microsoft Office packages and case tracking systems.

Ability to analyse and disseminate a range of information.

Adaptable and able to assimilate new information quickly.

Flexible approach to work.

Values:

Understanding of equal opportunities, social discrimination and non-discriminatory practice and a commitment to their implementation.

Mobile and able to work from various locations.

