



## Job Profile

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<b>JOB TITLE:</b>	SEND Resolutions Officer
<b>GRADE:</b>	POB
<b>POST NO:</b>	
<b>JOB TIER:</b>	5
<b>DBS CHECK:</b>	Enhanced
<b>DIRECTORATE:</b>	Education and SEND
<b>SERVICE:</b>	Children's Services

### REPORTING STRUCTURE

<b>Reports to:</b>	SEND Team Manager or Tribunals and Resolutions Manager
<b>Direct Reports:</b>	up to 4
<b>Indirect Reports:</b>	0

### ROLE PURPOSE:

Ensuring agreed team plans and performance targets are delivered and that a culture of 'putting our residents first' is maintained.

- To support SEND Tribunal Manager in overseeing the Council's received parental Appeals to the Special Educational Needs and Disability Tribunal (SENDIST)
- To co-ordinate the process, procedures and data linked to the London Borough of Hillingdon appeals SENDIST
- To be responsible for case managing the individual appeals, engaging all key partners in preparation for the appeal as well as

- being responsible for representing the Local Authority at appeal hearings and ensure compliance with subsequent Orders.
- To be a source of expert advice to the Council and SEND officers on all aspects of the SENDIST
- To manage work closely with the SEND Tribunal Team and wider SEND Service and to be responsible for queries related to Tribunal processes.
- To be responsible for supporting the local area and key stakeholders with their duties related to SENDIST and work closely with the LA's legal team.

## **SUMMARY OF RESPONSIBILITIES AND PERSONAL DUTIES:**

- 1.1 To manage the appeals process for the Special Educational Needs and Disability (SEND) Service to the Special Educational Needs and Disability Tribunal (SENDIST)
- 1.2 To work with education settings and parents/ young people on trying to resolve disputes and appeals and agreeing the best possible outcome for the child/ young person (CYP) with special educational needs and disabilities (SEND) while ensuring the most efficient use of public resources.
- 1.3 To work with education settings to review their SEND provision for CYP whose cases are subject to appeal or any dispute and to advice of appropriate provision that will meet the needs of individual pupils with SEND while ensuring the most efficient use of public resources.
- 1.4 To work with social care and health partners regarding appeals in relation to social care and health.
- 1.5 To undertake appeals, work in line with statutory requirements and to represent the Local Authority at appeal hearings and ensuring compliance with subsequent Orders.
- 1.6 To make delegated by the manager decisions on behalf of the Local Authority in relation to appeals and complaints.
- 1.7 To liaise with educational settings regarding the placement of pupils within appropriate education settings.
- 1.8 To work collaboratively with professionals in developing the ability of mainstream schools in Hillingdon to meet the needs of children with special educational needs and disabilities.
- 1.9 To support management in developing appropriate policies, procedures, and systems in relation to complaints, disputes and appeals.

- 1.10 To have an up-to-date knowledge of current SEND legislation, statutory procedures and processes in order to be able to quickly assimilate information and make informed decisions often under short time constraints.
- 1.11 To be able to work with appointed parental legal representatives and legal agencies involved in the appeals process.
- 1.12 To ensure parents, carers, children and young people are made fully aware of their rights to contribute to the tribunal process and that they are advised of any dispute resolution process available to them in a timely manner.
- 1.13 To work with cases where parents have appealed and to try and resolve the cases through discussions with the parents.
- 1.14 To work with management and support when appropriate in providing information and reports as requested, gathering data relevant to Tribunal and Mediation processes.
- 1.15 To work with and support the SEND Tribunal Manager and wider SEND Service Teams to develop practices that will limit the Authority's risk to complaints, disputes and appeals.
- 1.16 To represent and negotiate special educational provision and placements on behalf of the service.
- 1.17 To develop and promote good communication and mediation processes with parents that are consistent with the Education Act (1996) and the SEND Code of Practice.
- 1.18 To represent the local authority at challenging cases where appropriate and to ensure that the best possible outcome is achieved for the child or young person.
- 1.19 To ensure that the equality implications are considered in all proposed service changes.
- 1.20 To follow departmental and statutory procedures regarding safeguarding of children and the care of Looked After Children.
- 1.21 To ensure that confidential and business-sensitive information is locked away each evening.
- 1.22 To work with a high level of autonomy and creativity yet demonstrate an awareness of the service within the overall organisation.

- 1.23 To effectively organise, plan and deliver own tasks and workload effectively to meet agreed goals and timescales, in line with the service and corporate objectives.
- 1.24 To demonstrate good written and verbal communication skills.
- 1.25 To demonstrate effective networking skills in working with colleagues, providers and other statutory and voluntary agencies.
- 1.26 To be competent in the use of IT and data processing systems including Windows Word and Excel computer software packages.
- 1.27 To exchange, process and report information accurately, concisely and in a timely manner.
- 1.28 To attend meetings in relation to the service, representing the Council – internally and externally.
- 1.29 To attend training to improve performance and promote professional development as required by management.
- 1.30 To undertake such duties and responsibilities of a similar level and responsibility as may be required.
- 1.31 To carry out these duties with due regard to the Council's Equal Opportunities Policy and priorities.
- 1.32 To ensure that services are provided in accordance with the departmental standards and objectives of Quality Assurance with due regard to health and safety requirements.
- 1.33 Work in compliance with equal opportunities and other council and children's services policies and practices.
- 1.34 Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Internal Contacts: These include SEND Teams, SAS Teams, EPS Team, Virtual School Team, Early Years Teams, Access to Education Teams, Social Care Teams and legal team.

External Contacts: This will include schools, legal representatives, courts, health professionals, parents/carers and young people, parent representatives.

# Job Description

This profile/JD is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of this role.

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## 1. Resident & Community Contribution

- Work closely and creatively with the local community and partner agencies to deliver effective services for children, young people and their families to enable them to lead ordinary lives.
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

## 2. People Management

- To support the SEND Tribunals and Resolutions Manager in the development and performance of the SEND EHCP Team with regards to Tribunals, Mediations and Case Law.
- To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).
- Participate in induction training of peers and new employees in the SEND Service and partners

## 3. Operational Service Delivery

- To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.
- All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.
- All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.
- Assist in carrying out the Council's environmental policy within the day to day activities of the post.

- Undertake other duties, commensurate with the grade, as may reasonably be required.
- Consideration will be given to restructuring the duties of this post for a disabled postholder

#### **4. Service Planning & Development**

- Ensure that an annual Team Plan, aligned to the Group / Service Plan(s), is developed, agreed and communicated to team members in a timely manner.
- Ensure clear Service Level Agreements (SLA's) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLA's are not met.
- Maintain a current service workforce plan including a succession plan for all key roles within own team.
- To contribute to the development and implementation of the Service Plan and understand how the role supports the delivery of the plan.

#### **5. Financial & Resource Management**

- To take responsibility for the effective management of the allocated department / team budget.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.
- To work with the SEND Tribunal Manager implement the outcomes from the SEND Panel, DSG Safety Valve Programme and identify any cost-effective changes to own way of working.
- To actively source alternative effective solutions to provision while dealing with cases that are subject to any dispute between the LA and family.
- To support the implementation of personal budgets for CYP.
- To offer support and guidance to educational settings in the efficient and effective use of their notional SEN budget (Element 2 funding), with a clear focus on achieving value for money when securing outcomes for children and young people.

## **6. Service Improvement**

- Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.
- Manage the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.

## **7. Contacts**

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies. To include who the contacts are and nature of interaction.

## **8. Additional Responsibilities**

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- You may be required to undertake periods of on call which are related to your role

## **9. Key Performance Indicators**

N/A - Pada objectives will measure performance.

# Person Specification

## SEND Resolutions Officer

This person specification will be used for recruitment to this vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS</b> (list)	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Educated to degree level or equivalent or at least three years of experience in SEND	✓	
Extensive knowledge of current legislation, research, policies and guidance and its implications for Children and Young People with Special Educational Needs and Disabilities	✓	
Extensive knowledge of the SEND appeals process to Tribunal	✓	
Extensive knowledge of SEND Law and SEND Code of Practice	✓	
Extensive knowledge of the types of special needs and disabilities that effect children's education and an ability to develop this knowledge	✓	
Extensive knowledge of the issues faced by children and young people with special educational needs and disabilities and their families	✓	
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b> (describe)	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Ability to work flexibly to meet the needs of the service which may include some work outside of normal office hours	✓	
<b>3. EXPERIENCE</b> (describe)	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Significant experience of Appeals and Tribunals.	✓	



Significant experience of working under pressure and re-priority to meet competing demands and tight deadlines		✓
Significant experience of working with education settings and parents/ young people	✓	
Significant experience of successfully managing conflict and disputes in difficult situations	✓	
Significant experience of effectively negotiating resolutions	✓	
Significant experience of providing support, advice and guidance to education settings and families on disabilities	✓	
Substantial legal experience or an equivalent legal qualification or substantial relevant experience in SEN	✓	
Significant experience of managing a high case load of complex cases	✓	
<b>4. KNOWLEDGE &amp; SKILLS</b> (list)	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Ability to be self driven and enthusiastic to deliver innovative, practical and credible solutions to problems	✓	
Ability to interpret the local government agenda and apply to local services	✓	
Ability to maintain a solution focussed approach to the work	✓	
Able to work independently	✓	
The ability to develop and maintain partnership working arrangements with other agencies developing mutual trust, while negotiating difficult joint agency outcomes and funding arrangements	✓	
Ability to effectively manage internal and external conflicts	✓	

Excellent written skills to produce high quality appeal reports and legal case responses	✓	
Excellent verbal communication skills	✓	
Effective negotiation skills	✓	
Excellent advocacy skills and people management skills		✓
High level analytical skills problem solving and decision making skills		✓

## **Our values**

### **Respect**

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

### **Collaborative**

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

### **Efficient**

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

### **Integrity**

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

### **Open and honest**

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.