



Job Profile

JOB TITLE:	SEND Management Information Officer
GRADE:	POB
POST NO:	TBC
DBS CHECK:	Enhanced
DIRECTORATE:	Education and SEND, Children's Services
SERVICE:	SEND EHC Service

REPORTING STRUCTURE

Reports to:	SEND EHC Team Manager
Direct Reports:	Up to 2
Indirect Reports:	Up to 5 -project officers and admin as required

ROLE PURPOSE:

This post is an integral part of the SEND EHC Service by ensuring the efficient and timely assessment of children and young people aged 0 to 25 according to the Children and Families Act 2014 and the SEN Code of Practice and leading on all aspects of data information management for SEND and Inclusion teams.

This role will lead on all operational aspects of data management information for SEND and Inclusion teams.

The data that is collated, processed, and analysed will help SEND management to make informed decisions by using insights provided from the Business Intelligence team and Finance.

This role will lead on Data Quality, by ensuring the SEND data is accurate across SEND, Business Intelligence and Finance by cross referencing the different report outputs.

This role will ensure that all officers within SEND and Inclusion are following the correct information processes and procedures. Where changes to workflows are needed, this role will co-ordinate with Technology Software leads to adapt the EHM system to fit the needs of the SEND and Inclusion service.

Job Description

1. Resident & Community Contribution

- To ensure individuals (children and adults) and their carers, where appropriate, are supported to lead as safe and independent lives as possible.
- To demonstrate understanding of the underlying principles of the Education and SEND Directorate.
- To contribute to a strong working relationship between the local authority and all schools and local system leaders. Escalate any concerns to senior managers.
- To promote inclusive practices for children and young people with a range of needs to be empowered to reach their full potential.
- 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'.
- To provide supervision to Assistant Education Health Care Coordinator as required.

2. People Management

- This role has line management responsibility for EHC Coordinators' operational data input and data cleansing including supervision related to data and financial packages overseen by the individuals within the SEND EHC Team.
- To be responsible for signposting to the relevant professionals when appropriate and assist management in supporting development and overseeing performance of the teams working with CYP with EHCPs.
- 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).

3. Operational Service Delivery

- To undertake management information functions for a caseload of CYP with SEND who are in the process of an education, health and care needs assessment or under review of an EHCP.
- To ensure all aspects of service information is recorded clearly, accurately and in a timely manner by team members.
- Identify issues to project manage task and finish groups for improvements - such as targeted data cleansing projects or a change in operational processes.
- Monitor data outputs in Power BI and Financial Dashboards for data quality reconciliation to maintain the integrity of the SEND and Inclusion information
- To provide senior expertise relevant to EHCP provision, verify annual review paperwork related to data and invoices from the schools to enable the Finance Admin team to upload the package to the system.
- To quality assure operational data including types of educational establishment and financial decisions and record them accurately before they are processed - log them on EHM/LCS/SEN tracker.
- While analysing decisions – to keep a log of preventative work, cost avoidance, stepping down and increase of banding – to review Business Intelligence data reports on this activity.
- To process any other information related queries from schools, external agencies, AP providers, INMSS - including caseloads, invoices (interim staff, equipment, conferences etc.)
- To monitor personal budgets related to SEND and provide regular reports on spend.
- To oversee caseload and budget for hospital schools, ensuring all relevant data is recorded appropriately.
- To reconcile service and financial data for DSG KPIs reporting on ceased, new plans, annual review changes and their financial values, using data from Business Intelligence Team and Finance Teams.
- To verify Business Intelligence data reports on caseload data, including banding, financial details, and analyse independent/ non-maintained placements.
- To raise purchase orders and log them appropriately in line with corporate processes.
- To process IR35 checks for suppliers.
- To review the provision related data, including Section F, of an EHCP and financial data on all Alternative Provision providers for students with EHCPs.

- To coordinate the operational place planning for SEND and maintain an overview of placement of pupils in specialist provision so that it informs commissioning decisions. To liaise with commissioning team and with special schools, SRPs, Designated Units about PAN and financial values of places.
- To attend senior meetings with managers, schools and workshops for professionals - explaining the operational SEND related funding mechanisms - Finance will lead on the technical SEND finance procedures.
- To support schools with information on bulk caseloads and operational SEND finance queries.
- To review financial decisions for the service with the Finance team and monitor data on systems (LCS/EHM/EYES) and payments to schools/providers.
- To provide regular data cleansing to all caseload related and financial recording (EHM/LCS/EYESSEN tracker).
- To work collaboratively with SEND Commissioner, Personal Budget Team, DSG Finance Lead, SEND EHC Teams, managers and other professionals.
- To coordinate regular reporting (monthly, termly etc.) on KPIs related to the financial packages and reconcile data for accuracy.
- To provide termly financial schedules for schools including projections of the packages within Hillingdon EHCP banding model.
- To provide SEND and Inclusion managers with regular reports on all EHCPs financial values (broken down by schools/ student's profile etc. as per requirement), including trends and changes within banding model.
- To support SEN 2 Data census submissions

4. Service Planning & Development

- To contribute to the development and implementation of the Service Strategy and understand how the role supports the delivery of the strategy.
- Contribute to the overall policy development for SEND in the Council.
- Support local education settings to make provision for a wider number of CYP with SEND with a focus on independence for life

5. Financial & Resource Management

- 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 be aware of SEND services budget and assist management in creating cost effective solutions.

- To ensure the support offered within this role is efficient and effective and provides value for money.
- To support management to effectively deploy and review the impact of limited funding resources.

6. Service Improvement

- To support management with the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.
- To observe, evaluate and identify appropriate operational strategies related to the role.
- To lead on new ways of working ensuring that innovative approaches are used which facilitate take up of Personal Budgets / Direct payments and increase independence for all disability service users in line with Preparation for Adulthood agenda.
- To collate and review data analysis to identify target areas for improvement.
- To support other teams within directorate to embed and review a Quality Assurance Framework to ensure effective services delivery.
- To manage, review and continuously improve the functions of the role using specialist expertise in a way which ensures consistently fair and timely access to services for schools, CYP with SEND and their families.

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.
- Internal:
- Colleagues across Education and SEND directorate, as well as Social Care and Health.
- External:
- Children and young people with SEND
 - Parents and carers
 - Educational settings across nursery, primary, secondary and post 16, all levels of staff in a wide range of educational provisions.
 - Local health services, in particular, specialist hospitals and centres of assessment
 - Other local authorities.
 - Out of borough placements for children with SEND

- Voluntary organisations and services in other areas, as directed by the Team Manager

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- Actively partake on at least one area of development within the SEND Service Strategic Plan.

9. Key Performance Indicators

- Comply with statutory performance frameworks including statutory time limits in relation to SEND data management.
- Ensure the SEND Team meets its internal KPIs (set by the Head of SEND Service) for the level of EHC Plans completed within statutory timescales.
- Data provided to support EHCCos to meet statutory timescales
- EHM database updated with accurate data
- Delivery of outcomes
- Quality record keeping
- Completion of SEN2 returns in time with accurate data
- Delivery of agreed PADA objectives

Person Specification

This person specification will be used for recruitment to the post of **SEND Management Information Officer** 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.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Educated to a minimum of degree level in a relevant subject or considerable experience working in Information Management	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE

Ability to work flexibly to meet the needs of the service which may include some work outside of usual hours	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Experience of having worked in a Local Authority in a Information Management Team		✓
Extensive experience in managing complex information from service data systems, reconciling and ensuring data quality	✓	
Experience of working in a fast-paced team and keeping accurate data.	✓	
Experience of working in a multi-disciplinary way with schools, health and social care.	✓	
Experience of producing reports with data information.	✓	
Experience of working with finance data.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Knowledge of maintaining databases, ensuring data accuracy and integrity, and implementing data governance policies	✓	
Demonstrable listening skills and the ability to act in an approachable, tactful, sensitive, efficient and supportive manner.	✓	
Knowledge of assessment principles and processes and have ability to work in an outcome –focused way.	✓	
Able to deal with a range of queries and refer upwards appropriately as required	✓	
Up to date knowledge and understanding of the SEN legislation and guidance, including the Children and Families Act 2014 and the Special Educational Needs and Disability Regulations 2014	✓	
Excellent communication skills in order to exchange complex information and communicate effectively both verbally and in writing.	✓	
Understanding of issues affecting children and young people and the range of services available to them.		✓
Able to work accurately and with attention to detail.	✓	
Understanding of Data Protection principles and an ability to work in a confidential environment.	✓	
Competent use of ICT and the ability to learn and use service specific software	✓	

Knowledge of school and college funding and in particular funding for CYP with SEND		✓
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	