

Job specification



Job title: SEND Hub Manager
Service: The Special Educational Needs and Disability Team (SEND Team)
Grade: G11
Reporting to: SEND Team Manager

Your job

In this role, you will be a valued member of the SEND Management Team and will be responsible for operationally leading the 0-13 Hub and have line management responsibility for a number of EHC Plan Coordinators.

You will have an excellent understanding and working knowledge of the legislative frameworks (i.e. Children & Families Act (2014), SEND Code of Practice (2014) and utilise this to ensure that the Local Authority (LA) is compliant with its statutory responsibilities. You will be committed to maintaining high levels of compliance whilst ensuring that a high quality of service is provided to our children and young people with SEND, and their families.

Alongside other members of the SEND Management Team, you will be confident in contributing to higher level decision making to improve outcomes for children, young people and their families. You will lead on the development and implementation of processes, procedures and systems specific to your areas of work, and ensure that these are embedded in your daily practice, and that of your team members.

You will work collaboratively with children, young people and their families and a range of professionals, agencies and key stakeholders across education, health and care. You will adopt a holistic approach to your practice, and work collaboratively with others to identify creative solutions. You will need to be an inspirational, resilient and accountable manager who will support your team to navigate complex processes, systems and case work.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- Have operational oversight and management responsibility for the 0-13 Hub, including leading on the development of a number of other areas of focus (i.e. resourced provision)
- Support the wider SEND Management Team to review current processes, procedures and systems to improve outcomes for children, young people and families that fall into this age range.
- Support the wider SEND Management Team in recruiting to a number of new and vacant positions following a recently successful business case to increase capacity in the SEND Team.

You will support with the onboarding, induction and mentoring of new members of staff recruited to the service.

- Operationally lead the Y6-Y7 transition process to ensure that all children and young people transitioning to high school have their EHC Plan's reviewed and amended within statutory timescales.

On an ongoing basis you will:

- Continue to work with key professionals, partners, agencies and stakeholders across education, health and care to improve outcomes for children, young people and their families
- Support those who report directly to you to navigate complex case work and scenarios.
- Ensure that the LA is compliant with its statutory duties in line with legislative frameworks, whilst maintaining a high quality and standard of service is provided to those children, young people and their families that fall under your Hub's responsibility.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need

You must be able to demonstrate the following essential requirements:-

- Extensive experience and a good working knowledge of the Children & Families Act (2014) and SEND Code of Practice (2014).
- Significant experience in a relevant management post, including line management responsibility of practitioners in either education, health or care.
- Proven track record of effective and efficient service delivery in a relevant area of work
- Significant experience of interpreting and implementation of policies and strategies
- Relevant professional qualification, educated to degree/level 4 or equivalent level or significant experience relevant to the post
- Demonstrate a comprehensive understanding of all aspects of People Directorate, Children and Families
- A thorough understanding of customer care and relevant policies and their implementation
- An enhanced knowledge of issues relating to special educational provision for children and young people
- Ability to monitor large budgets, financial data and other relevant information
- An understanding of general management concepts and practices
- High level of written communication skills
- High level of oral communication skills and the ability to make presentations to a wide range of audiences
- Proven ability to work in partnership with others and develop trust, respect and co-operation with a broad spectrum of colleagues and partners
- Proven ability to use high level influencing skills and to promote open discussion and negotiate common agreement where there are disparate points of view
- Proven ability to work with others as a leader and member of a team
- Proven ability to lead and motivate others to achieve service outcomes

- Proven ability to instigate and manage change effectively
- Demonstrate a genuine commitment to promoting and achieving equality of opportunity for staff and service users
- Ability to develop and implement plans, policies and strategies to achieve the values and outcomes of the service
- Proven ability to develop and efficiently manage services within budget allocation
- Proven ability to ensure all services operate within value for money principles
- Ability to develop, implement and maintain a range of systems in order to analyse and interpret complex information, including the and monitoring and evaluation of service outcomes
- Ability to use ICT in accordance with the needs of the role
- Ability to make decisions based on evaluation of all relevant factors and risks/benefits
- Willingness to be flexible and adaptable to achieve service goals

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Team Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others

#TeamWiganDeal

Together we will

Deliver Deal 2030, working alongside our communities to make Wigan Borough an amazing and inclusive place to live and work, building a better future.

We will



Genuinely care for you and your wellbeing.



Champion a culture that inspires you to thrive.



Listen and engage with you to bring your ideas to life.



Celebrate your contribution and support you to reach your goals and aspirations.

I will



Look after my wellbeing and be kind to myself and others.



Work with others across #TeamWigan to be courageous, innovative and embrace technology.



Share my ideas and be accountable for making things happen.



Own my development and let my passion and positivity shine through.