

**OLDHAM COUNCIL**

**JOB DESCRIPTION**

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| **Job Title:**  | Service Manager SEND |
| **Directorate:**  | Economy, Skills and Neighbourhoods | **Division/Section:**  | Education and Early Years |
| **Grade:**  | SM2 | **JE Reference:** |  |

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| **Job Purpose:**To provide direct line management to SEN Assessment, SEN Transport, Children with Disabilities, QEST and VI/PI/HI Teams supporting the development of the service to meet the highest standards for Children with Special Educational Needs.  |

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| General Responsibilities:To provide day-to-day management to staff (as detailed above) including recruitment, appraisals and professional development, ensure there is a focus on service outcomes which benefit Service Users and Carers, and to produce effective workforce plans.To motivate and engage staff to create a working environment which influences effective performance.To be accountable for budgets, monitoring, reckoning and providing explanation for the spend as necessary, ensuring services are delivered within this service budget.To be responsible for the delivery of the annual business plans, regularly monitor, identify potentialnon-delivery and provide practical solutions for performance issues. Contribute to efficiency and performance improvements and evidence value for money in service delivery.Contribute towards strategic planning by providing practical aspects to achieving goals and objectives.To support the implementation of corporate initiatives and ensure they are embedded in the team.To ensure effective working relationships with other managers across the directorate and the Council to deliver our corporate objectives.To contribute to the overall management of the service. |
| **Key Tasks:**  |
| 1.2.  | Advise and actively support the Assistant Director SEND on all matters relating to children with special educational needs and deputise as required.Represent the service at tribunals and be responsible for all information and data relating to SEND including completion of FOI requests. |
| 3.4.5. | Effectively manage, monitor and report on the performance of children open to the service in accordance with the performance indicators of the council, and other requisite standards. Proactively highlighting where practice/outcomes is/are areas of concerns/beacons of good practice.To ensure that strategies are in place to have children’s files updated and maintained, including the use of the appropriate systems. Routinely quality assure and audit case records, assessments, plans and documentations to ensure that practice standards are being met and to support staff development and appraisal.Lead and implement any changes in new legislative requirements i.e. SEND reforms identifying the impact such as EHC plans and integration. |
| 6. | Ensure the service area meets any national, regional or local strategies or service frameworks. |
| 7. | Maintain a strategic overview of national policy with respect to children with special educational needs, new and emerging initiatives and changes, especially in children’s services, working on a neighbourhood level and across the region.  |
| 8. | Work with a range of external agencies, such as voluntary organisations, external voluntary and private providers in order to identify and contribute to the operational and strategic development of services in order to meet local and regional need.  |
| 9.. | Undertake the delivery of strategic service development and re-designs in order that children’s outcomes improve. |
| 10. | Effectively deal with complaints, comments, compliments and enquiries and act as an Investigating Officer, as and when required.  |
| 11. | Participate in the out of hours on call Senior Management rota.  |
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| **Standard Duties:** |
| 1. | To actively promote the equalities and diversity agenda in the workplace and in service delivery. |
| 2. | To uphold and implement policies and procedures of the Council; including customer care, data protection, ICT, finance and health and safety policies. |
| 3. | To actively engage with the behaviours and values of the Council to promote and support our Co-operative Agenda. |
| 4. | To undertake continuous professional development and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures as appropriate to the role.  |
| 5. | Undertake any additional duties commensurate with the level of the post. |

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| **Contacts:**Contacts are employees of the team, division, the council, partners, external organisations and the public. |

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| Relationship To Other Posts In The Department:**Responsible to:** Assistant Director SEND**Responsible for:** SEND Team |

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| **Special Conditions:*** DBS Disclosure Required – Enhanced
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|  | **DATE** | **NAME** | **POST TITLE** |
| **Prepared** | 13 March 2018 | Andrew Sutherland | Director of Education and Early Years  |

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**PERSON SPECIFICATION**

**Job Title:** Service ManagerSEND

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|  | **Selection criteria** **(Essential)** | **Selection criteria** **(Desirable)** | **How Assessed** |
| **Education & Qualifications** | Degree or equivalent professional qualification in relevant subject area of health, social care or education.Evidence of continued professional, managerial and personal development | Management Qualification  | AF / I |
| **Experience** | Experience of managing multidisciplinary teams to deliver quality and effective person-centred services to both Service Users and Carers.Experience of motivating and managing a team, having input into development plans and effective working relationships with staff and trade unions Experience of supporting the delivery of effective performance and continuous improvementEvidence of successful resource and financial management, including evidence of managing budgets Experience of managing and successfully delivering projects Experience of change management, e.g. supporting staff through a period of change or implementing new systems and ways of working  |  | AF / I |
| **Skills & Abilities** | Able to work through problems, evaluate risks and offer practical solutions Using persuading and influencing skills to bring about behavioural change and achieve desired results/outcomes as necessaryEffective presentation, communication and interpersonal skills and ability to apply these effectively to a variety of audiencesAbility to manage change in a positive way and adapt quickly and flexibly to a constantly changing environment.Analytical skills to effectively evaluate quality of service delivery/outcomes and then direct resources accordingly. | Able to use new technologies in improving services, and modernising working processes | AF / I |
| **Knowledge** | Detailed understanding of the range of issues and challenges facing the Children with special educational needs both operationally and strategicallyKnowledge of key national policy drivers, legislation and broader influences related to the role. Understanding and knowledge of the workings of local government and/or NHS including its legal, financial, social and political context, political processes and the current issues faced in a multi-cultural areaUnderstanding of the key principals of good social work practice, linking theory to practice to justify interventions and outcomes of the staff you have management responsibility for.Knowledge of the performance capabilities framework and how this informs training for social care staff.  | Knowledge of project management techniques and their application in a business context | AF / I |
| **Work Circumstances** | Able to work flexibly to meet the demands of the service (including evening and weekend as necessary) |  | AF / I |

**NB. - Any candidate with a disability who meets the essential criteria will be guaranteed an interview.**