

JOB SUMMARY

Post Title	<i>Service Manager – Special Educational Needs and Transformation</i>						
Job Family	<i>Service Delivery</i>	Pay Range	15	Line Manager to others?	Yes /No	Role profile ref	<i>SD15</i>
Service Area	<i>Children Services – Education, Inclusion & Access</i>						
Line Manager	<i>Service Director – Education, Inclusion & Access</i>						
Location	<i>County Hall/Agile</i>						

Job Purpose

To lead the transformation and leadership of the Special Education Needs services. Provide effective strategic leadership of the Special Education Needs (SEN) teams through which innovative practice is developed, recognised, and maintained.

Leading on the development of strategies, policies and best practice that underpins the Council's vision, values, and key priorities. Work across the wider children's services teams to support the design, delivery, and evaluation of key strategies and associated workstreams.

Provide strategic leadership and management oversight to services, such that all children and young people experience equity of opportunity and attainment potential, through access to high quality provision.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Lead on the development and delivery of Education strategy ensuring it aligns with and supports the delivery of the corporate plan and key organisational objectives. Proactively consult with stakeholders and portfolio holders on the development of strategy and policy, making and necessary recommendations to committee and senior leadership on the delivery of outcomes.
- Develop a Special Education Needs and Inclusion service that is responsive to the needs of the Council, remains fit for purpose, breaks down barriers and promotes accountability.
- Overall responsibility for the efficient and effective planning and delivery of the following services ensuring integration and alignment of related activities and effective use of resources.
 - Specialist Teacher Advisory Service
 - Speech and Language Therapy Service
 - Statutory SEND assessment and review team
 - Project Manager for high needs and Area SEND inspection.
- Ensure all available resources in the most efficient and effective way that represents excellent value for money, managing budgets and enabling services to be continuously reviewed and where able to be delivered in a more cost effective and streamlined.
- Ensuring robust oversight of the high needs budget and managing the efficient use of local authority resources.
- Work in close liaison with colleagues within the Council to secure an infrastructure which offers an appropriate range and breadth of specialist provision, to facilitate suitable educational placements for all children and young people.
- Work with educational establishments and representatives of educational sectors, in order to influence and effect change in partnership with those at the forefront of delivery.
- Collaborate with colleagues to ensure the Island offer is accessible to children and young people/parents and carers, in order to facilitate informed choices and a breadth of opportunities that will best enable them/their child to flourish.
- Undertake direct line management/supervision responsibilities for a range of services which may change in accordance with the directorates' needs.
- Oversight and working with commissioning colleagues as required.
- Maintain an effective interface within other services across the service, directorate, and wider Council and with other partners such as Health Services, to promote integration of services and practices, for the benefit of children, young people, and their families.
- Oversee systems and processes, including data management, to effectively evaluate the performance of services for high needs learners and those in other vulnerable groups. Use information derived from data and other evaluation mechanisms to formulate strategic plans which further strengthen performance and improve outcomes for children and young people.
- Lead the work of the Children's Services directorate in assuring compliance with legislative, statutory, and educational requirements/duties, with specific responsibility for high needs learners and inclusive practices.

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<ul style="list-style-type: none"> • Ensure the Service Director for Education, Access and Inclusion, the Strategic Director of Children's Services and Council Members are fully briefed on legislation, research, and practice, enabling them to make informed decisions in respect of provision for high needs learners and vulnerable groups. • Act as the interface for service user engagement and satisfaction, lead on procurement and contract management arrangements for service level agreements with commissioned services and reporting on corporate and service performance metrics to relevant corporate boards, senior management teams and as necessary any relevant committee. • Promote and safeguard the welfare of children and young vulnerable people that you are responsible for or come into contact with. • Identify and manage service risks and develop appropriate mitigating action plans, emergency response and business continuity both corporately and as part of your directorate, being available for response rotas as required. • Deputise and support the Service Director of Education, Access, and Inclusion, providing overall strategic leadership to the directorate and internal and external meetings, as necessary.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Expert knowledge of the service area, the authority and partnership organisations and understanding of the political agenda impacting on them.	<i>Substantial relevant experience of leading and managing Special Educational Needs functions, to improve the outcomes achieved by young people, ideally in a public sector setting.</i>	E	
Substantial experience of planning and delivering specialist legal / statutory / regulatory / customer / stakeholder / community engagement services within a large / complex organisation, with expert professional knowledge and experience.	<i>Experienced in the delivery of strategies and plans as well as enabling an organisation to remain compliant with its statutory obligations and meet both current and future challenges.</i>	E	
Expert knowledge of the service and partner relationships and wider sector / external influences. Significant experience of leading in multi-disciplinary and partnership working. Experience in chairing case conferences / partnership events.	<i>legislation and best practice within the education and inclusion arena and the wider sector, with a thorough understanding of national and local government developments, policy, and emerging trends Thorough understanding of key issues affecting Children's Services both within the department and beyond and, the role of the Local Authority in its relationships with educational providers.</i>	E	
Expert knowledge and understanding of the legislation, regulations, systems, policies, procedures, professional guidelines, best practice and emerging developments (including the political agenda) which impact the service area. Experience in assessing the impact of legislation and ensuring organisational / stakeholder compliance.	<i>Knowledge of the issues facing local government in respect of its education services needs in order to underpin the development of service strategy and policy necessary to secure successful delivery of services and corporate priorities.</i>	E	
Experience in developing policy, procedures and standards and contributing to strategic direction, in a changeable area of work.	<i>Experience of shaping education and inclusion strategies and plans, covering a range of services and activities that have shared objectives.</i>	E	
Substantial experience of representing the Council / organisation in a professional / legal capacity.	<i>Proven ability to understand a public sector's governance arrangements including ensuring that policies and processes are aligned and compatible with corporate processes including constitutional requirement. Proven ability to work at a senior management level including appropriately managing member level engagement.</i>	E	

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	<i>Ability to act in the capacity of lead professional advisor to senior managers, members, and partner organisations in the management of complex issues.</i>		
Excellent interpersonal skills. Authority and credibility to build relationships and engage successfully with colleagues, partners and customers at all levels. Excellent persuasion and negotiating skills, in order to motivate people and partnerships and influence outcomes in complex or politically sensitive situations.	<i>Experience of leading projects relating to changes in legislation and processes. Proven ability to lead effective performance management systems and processes that secure required outcomes. Understanding of appropriate professional standards and how these can be achieved.</i>	E	
Authority and credibility to build relationships and engage successfully with colleagues, partners and customers at all levels in complex or politically sensitive situations.	<i>Experience of developing and maintaining strong and collaborative relationships developed with senior management to understand, plan, and meet their business/service needs in the delivery of service responsibilities.</i> <i>Deep commitment to working proactively with parents, carers, children, and young people to shape provision and service delivery</i>	E	
Initiative, strategic and political awareness demonstrated in innovative approach to problem solving and decision making.	<i>Understanding and appreciation of the contribution to outcomes achieved by children and young people made by those who work in other teams of the directorate, Council, Health, the range of educational institutions, Ofsted, and the Department for Education, and how to interact with colleagues within these organisations productively.</i>	E	
Excellent planning and organisational skills with experience of managing and delivering a service to organisational requirements.	<i>In-depth understanding of education and inclusion and relevant legislative frameworks with a demonstrable ability to collaborate across education and children's services to deliver priority outcomes.</i>	E	
Good ICT skills including use of Microsoft applications and specialist systems.	<i>Ability to use or learn to use service specific case management system to maintain files, records, time record and manage the service.</i> <i>Ability to effectively use standard MS Office applications such as Outlook Word and Excel</i>	E	

Qualifications

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.	<i>GCSE English and maths.</i>	E	
Educated to degree standard or equivalent.	<i>Educated to degree level in a relevant field or able to demonstrate substantial equivalent professional experience.</i>		D
Relevant professional /vocational qualification.	<i>IPSEA qualification or other related SEN qualifications</i>		D
Post graduate qualification may be required.			D

Other Requirements

May be required to work out of normal working hours for call out, member committees and emergencies, as and when required

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Able to travel to mainland meetings as required

May require relevant certifications including evidence of fluency in English language.

Maintain professional knowledge and expertise in own field, ensuring that continuous professional development is undertaken for yourself and the team

Organisation Structure (optional)