

## Job Description Template

### Job Description

<b>JOB TITLE:</b>	SEND Quality Assurance Manager
<b>GRADE:</b>	Grade M
<b>POST NUMBER:</b>	E010300351
<b>DIRECTORATE:</b>	Children and Culture
<b>SERVICE:</b>	Education and Partnerships
<b>RESPONSIBLE TO:</b>	SEN Service Manager
<b>RESPONSIBLE FOR:</b>	Tribunals, Mediation and Complaints Lead Tribunals and Mediations officer Assistant Co-ordinator x4
	DBS Enhanced check required This post is not politically restricted
<b>JOB SUMMARY:</b>	<p>To manage and lead the SEND Quality Assurance Framework and processes in ensuring high quality Education, Health and Care Plans (EHCPs) for children and young people with Special Educational Needs and/ or Disabilities (SEND).</p> <p>To support the SEND Service Manager in reporting on the quality of EHCPs to the SEND Improvement Board through audits and findings of the Quality Assurance Group.</p> <p>To plan and organise work to ensure the timely and effective delivery of tribunals, mediation and complaints responses.</p> <p>To deliver training and tools to the SEND Service regarding coproduction, keeping the child/young person at the heart of a person-centred approach and always having regard to the voice of the child/young person and the aspirations of the family.</p> <p>To develop and maintain partnerships with families, schools, and partners in Health and Social Care to ensure shared understanding throughout the statutory process, as well as relevant and high-quality</p>

	<p>advice. To responsibly challenge and support where standards are not met.</p> <p>To lead on the consideration of and response to complaints relating to the SEND Service, liaising with others to ensure that concerns are dealt with appropriately, and at the earliest possible stage.</p>
--	---

<b>ROLE REQUIREMENTS:</b>	
1.	To oversee the processes within the Quality Assurance Framework, continually improving the quality of advice provided for, and quality of issued EHCPs following assessment and review.
2.	To be responsible for monthly managers audits, reporting on the data from these and identifying any actions and training required to ensure continual improvement.
3.	To be responsible for the half termly multi agency Quality Assurance Group, ensuring members are equipped to contribute to thematic discussions, sharing the minutes and monitoring agreed actions, including to external channels.
4.	To create effective training and tools which specifically address the learning from the audit process, contributing to individual and service improvements.
5.	To devise a quarterly report on the progress on all quality assurance measures, supporting the SEN Service Manager in briefing to senior Council leaders.
6.	To provide guidance and training to the SEN Service, schools/ education settings and other statutory partners, including Health and Social Care, to ensure that all statutory processes across assessments and reviews are understood and supported to be delivered within expected standards and timescales.
7.	To represent the SEN Service in continual collaboration with parent/ carer groups and independent advisory services, ensuring that an ethos of coproduction is evident throughout all processes.
8.	To monitor and report on feedback from parent/carers through forms, surveys, and anecdotal evidence from the coproduction process.

12.	To manage the Tribunals, mediation and complaints lead who is the first point of contact for all complaints received by the SEN Service and to ensure the effective and timely response to these.
13.	Manage, monitor and continually review the processes and outcomes of complaints, as well as feedback from the complainants, reporting on this regularly to the SEN Service Manager.
	Set and monitor individual and team performance standards in relation to Mediations and appeals.
	Identify and escalate any budget risks & monitor the factors which have the most significant influence on Tribunal outcomes in order to inform learning within the section & with colleagues in schools and other agencies.
	Deliver training on disagreement resolution and tribunals which would include Educational Psychologists, NHS therapy staff and other professionals as required.

<b>CORPORATE RESPONSIBILITIES</b>	
14.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
15.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the Council and the directorate strategic priorities are effectively implemented.
16.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
17.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
18.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all Council staff.

19.	To deputise for the SEN Service Manager as required, including: <ul style="list-style-type: none"> <li>• SEND Panel on a regular and defined basis</li> <li>• Liaison with the Parent Carer Forum and Parents' Advice Centre</li> <li>• Liaison with other Council and NHS managers</li> </ul>
<b>PEOPLE</b>	
20.	To support the management of designated cases, where leadership skill and experience is required. Including meeting with parents to resolve complex cases, mindful of the confidential and sensitive issues involved
21.	To engage professionals from other services and agencies in quality assurance processes, including the Quality Assurance Group.
22.	To engage with parents/ carers and young people sensitively and appropriately in resolving complaints.
<b>SERVICE</b>	To ensure the performance of the SEND teams meets statutory requirements and performance targets.

#### **OTHER CONDITIONS:**

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

#### **SPECIAL TERMS AND CONSIDERATIONS**

Ability to work outside normal office hours in order to attend evening meetings.

Ability to travel to different locations within and outside the borough.

## Job Description Template

Requirements	Person Specification for the Post of	Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
<b>Knowledge</b>	<ol style="list-style-type: none"> <li>1. Administrative/office procedure.</li> <li>2. An extensive knowledge of the Children and Families Act 2014 and the associated SEND Code of Practice.</li> <li>3. Timescales and requirements in responding to complaints, FOI and SAR requests.</li> <li>4. An up-to-date understanding of proposed changes in developments in special needs.</li> <li>5. The context and challenges facing Local Authorities.</li> <li>6. Quality assurance frameworks and methodology.</li> <li>7. High level of verbal and written communication skills.</li> </ol>	E E E E E E E	A/I A/I A/I A/I A/I A/I A/I

## Job Description Template

<b>Qualifications &amp; Experience</b>	7. Professional qualification or relevant professional within education.	E	A/I
	8. Experience of managing a range of administrative functions and systems in a multidisciplinary environment.	E	A/I
	9. Experience of working with children/ young people and their families in resolving complaints and complex cases.	E	A/I
	10. Experience of developing processes and procedures for measurable improvement in a complex and challenging environment.	E	A/I
	11. Experience of interpreting and presenting information to a variety of audiences, including senior stakeholders.	E	A/I

<b>Living the TOWER Values sets out the essential behaviours required of all staff.</b>		<b>They are aligned to the organisation's five TOWER Values</b>	
We work <b>TOGETHER</b> across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Takes action to improve team culture and improves relationships across the council and with partners to achieve the best outcomes.	E	A/I

## Job Description Template

We are <b>OPEN</b> and transparent	Facilitates the change required for the team and others to be connected to on-going service requirements.	E	A/I
We are <b>WILLING</b> to challenge, innovate and be accountable	Takes accountability for delivering clear goals and targets, whilst setting high standards, for self and others.	E	A/I
We empower each other to be <b>EXCELLENT</b> and go the extra mile	Gives others the space to take positive risks, whilst being onhand to provide support and guidance.	E	A/I
We <b>RESPECT</b> all communities; they are the heart of everything we do	Makes changes in the team to improve customer service and to improve customer satisfaction.	E	A/I
<b>Additional Requirements</b>	To comply with the requirement to carry out a DBS check on this role.	E	A/T