

Job Description Template

Job Description

JOB TITLE:	Tribunals and Mediation Officer
GRADE:	K
POST NUMBER:	
DIRECTORATE:	Children and Culture
SERVICE:	Education and Partnerships
RESPONSIBLE TO :	Tribunals, Mediation and Complaints Team Lead
RESPONSIBLE FOR:	
	DBS Basic / Enhanced check required This post is not politically restricted
JOB SUMMARY:	<ul style="list-style-type: none"> • To represent the Council at the Special Educational Needs and Disability Tribunal and defend appropriateness of the proposed service provision for an individual child/young person. • To provide key leadership in case management of SEN appeal related cases to ensure that the Council discharges its responsibilities effectively in relation to statutory appeals to the Special Educational Needs and Disability Tribunal (SENDIST) • To develop practice across the SEND team that limits the Council's exposure to risk of appeals to Tribunals and litigation and judicial review/complaints to the Local Government Ombudsman, monitoring and evaluating practice and making recommendations for change

	<ul style="list-style-type: none"> • To work directly with parents, schools, parental appointed legal representatives and other professional bodies within the statutory and legal framework related to mediation and the Special Educational Needs and Disability Tribunal process. • To take the lead on complex casework, especially placements at risk of breaking down, providing effective mediation, drawing on strong negotiation and influencing skills across a range of complex SEN issues between parents, schools and multi-disciplinary practitioners.
ROLE REQUIREMENTS:	
1.	Support colleagues to prepare chronologies and any other necessary paperwork, arrange and chair conferences with witnesses and perform other duties in relation to First Tier Tribunals and Appeals.
2.	Prepare cases for tribunal, liaising with Legal Services, senior SEND team managers and EPs, and represent the Local Authority in a legal environment. Prepare evidence for Local Government Ombudsman
3.	Ensure that all requests for assessment are distributed to caseworkers and discussed at SEN Panel in a timely way – ensuring compliance with the Code of Practice and report on these to the wider service
4.	To respond to relevant FOI requests and Subject Access Requests in compliance with council policy
5.	Coordinate and collate information to support the Local Authority where there is dispute about special educational needs support arrangements
6.	Ensure all documentation linked to SEN appeals is distributed appropriately and within specified time restraints
7.	Present the Local Authority's cases at the Special Educational Needs and Disability Tribunal and defend appropriateness of the proposed service provision for an individual child/young person

8.	Co-ordinate allocation and attendance processes linked to mediation and resolution of all disputes relating to the SEND tribunal process
9.	Report figures on numbers of mediations and tribunals, outcomes and follow up actions and contribute data on mediation and tribunals to the annual SEN 2 return
10.	Arrange and decide representation from the SEND Team at meetings with parents, schools and other providers as appropriate, including statutory meetings, chairing as required
11.	Ensure mediation and problem resolution is an active feature at an early stage in caseworkers' engagement with families in order to reduce tribunal numbers
12.	Engage with schools and other agencies to develop an awareness and understanding of the issues in relation to assessment and planning and person-centred approaches
13.	Provide support to the team to resolve complex issues on their caseloads and provide mediation in cases where placements are at risk of breaking down
14.	Maintain a clear supervisory oversight of the work of the team responding to queries on the procedural implementation of the SEND Code of Practice, identifying opportunities for service improvement and sharing these with the SEND Team Manager and Principal EP
15.	Offer coaching and training to team members to ensure consistency of approach, sharing and promoting best practice through the dissemination of statutory guidance and the learning from case studies
16.	Take responsibility for ensuring that the computerised database information is accurate and up to date at all times and that action is undertaken as required to ensure production of accurate and timely information
CORPORATE RESPONSIBILITIES	
17.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.

18.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
19.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
20.	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.
21.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
PEOPLE	
22.	Attend SEN Panel meetings and contribute to discussions of complex cases, advising the panel of any potential mediation, tribunal issues.
23.	Attend resolution meetings with parents and other professionals in an attempt to settle disputed issues without the need for formal legal redress wherever possible. This will include responsibility for negotiating changes to the EHC plans
24.	Work closely with internal and external stakeholders, including parents, legal services, schools and colleges to deliver positive outcomes for children and young people and to limit the Local Authority's exposure to risk of appeals to Tribunals

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.

To engage and develop all staff in the team to ensure they have clear personal development plans.

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

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Requirements	Person Specification for the Post of	Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	1. Administrative/office procedures	E	A/I
	2. Legislation relating to SEN	D	A/I
	3. IT skills	E	T/I
	4. High level of verbal and written communication skills	E	A/I
Qualifications & Experience	5. Experience of managing/delivering a range of administrative functions and systems in a multi-disciplinary environment	E	A/I
	6. Work with members of the public in a customer service role	D	A/I

Living the TOWER Values sets out the essential behaviours required of all staff.		They are aligned to the organisation's five TOWER Values	
We work TOGETHER 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

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We are OPEN and transparent	Thinks about the people they communicate with and adjusts their style accordingly.	E	A/I
We are WILLING 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 EXCELLENT and go the extra mile	Delivers to clear objectives, expectations and roles to motivate their team towards delivering the vision, as well as inspiring their team to achieve their best.	E	A/I
We RESPECT all communities, they are the heart of everything we do	Ensures that they and others value the diversity of all people they work with and takes this into account in developing the service.	E	A/I
Additional Requirements	To comply with the requirement to carry out a DBS check on this role.	E	A/T