

Job Profile

SEND Information Development Officer

Grade: 8 Updated Aug 2024

ID 15972

About the Job

Gloucestershire County Council has a statutory duty to provide and publish a Local Offer setting out the support Parent Carers, children and young people can expect to be available for local children and young people with special educational needs or disabilities (SEND). Working in co-production, the postholder will co-ordinate and manage the on-going development of Gloucestershire's Local Offer to provide clear, comprehensive, accessible, and up-to-date information about the available provision and how to access it. The role will include embedding a culture of co-production with young people and their families in the on-going development and review of information with the aim of providing an effective local offer of services across the Local Area Partnership.

This is what we need you to do

- Lead this new area of work with service leads and designated officers from across education, health and social care to develop and advise on new Local Offer content and to review and update existing content.
- Be responsible for co-producing and publishing bi-monthly Families in Partnership newsletters ensuring wide distribution to families and throughout the Local Area Partnership, which includes schools and colleges.
- Develop systems for quality assuring content, ensuring Gloucestershire's Local Offer is kept under constant review and reflects accurate and up-to-date information, guidance and processes for families and professionals to follow.
- Co-produce in-person and digital methods for collecting consistent feedback from parent carers that provide meaningful 'voice' data for the strategic partnership and a means for evaluating improvements from our SEND & Inclusion Improvement Plan.
- Create multi-media content for the Local Offer in co-production with parents, young people and services to include videos and audio content.

- Collaborate and agree processes with the Family Information Service to publish, update and remove out-of-date content, ensuring required functionality is maintained and content is in line with statutory requirements.
- Create detailed reports with recommendations for improvements to content and accessibility to all stakeholders within the Local Offer Steering Group that ensures we are listening and respond to feedback received from our customers.
- Check compliance on how the Local Offer is meeting our statutory duties to the SEND Improvement Board as part of the Local Area SEND governance.
- Co-ordinate detailed and on-going checking of content to ensure accuracy, accessibility and usability of the Local Offer to identify gaps or areas for improvement.
- Develop and embed methods of ensuring regular feedback from users of the Local Offer that can inform our joint strategic commissioning of services to support children and young people with SEND and their families.
- Produce an annual Local Offer 'You said, we did' report representing work from across the Local Area Partnership to be published on the Gloucestershire Local Offer site that demonstrates our commitment to co-production and how we have listened to and responding to feedback.
- Design materials to support promotion of the Local Offer through regular attendance at stakeholder events, communications and presentations.
- Co-ordinate with Future Me Gloucestershire to develop and maintain a parallel young person's Local Offer that provides information and advice reflective of what young people tell us they need and in formats they use e.g. video.
- The post holder will be the first point of contact for any issues with the Local Offer platform and will fix minor functional issues themselves or co-ordinate with the system provider to respond.
- Provide high quality, systematic guidance and support that encourages adherence to effective management of Gloucestershire's Local Offer

- The post holder will carry out any other duties as may reasonably be required by their line manager.

Special Conditions

- To adhere to all organisations Health and Safety procedures and other policies and procedures applicable to employees
- To ensure safeguarding policies and procedures are adhered to.

Principal Contacts

- Education, Social Care and Health Care teams
- Family Information Service
- SENDIASS
- Gloucestershire Parent Carer Forum
- Future Me Gloucestershire
- Education Providers
- Forwards Education Team
- Schools and FE Colleges
- ICB Programme Managers
- Senior Commissioning Manager

The ideal candidate will have...

Experience

- Innovative and creative approach.
- Confident with ability to negotiate and influence range of stakeholders.
- Able to work on own initiative.
- Excellent written English skills - experience of document production and proof reading.
- Proven relationship building expertise.
- Experience of co-production - working with parents, young people and professionals from across different fields.
- Ability to prioritise, be proactive, think ahead, anticipate problems and provide solutions.

- Attention to detail ensuring work is produced accurately and of the highest possible standard.
- Excellent time management skills; able to manage conflicting priorities and unforeseen change.
- Advanced knowledge of the MS Office suite, in particular Outlook, Word and Excel.
- Knowledge of website maintenance, content creation (Premier Pro) and using social media in a work context

Behavioural attributes

- Confident, enthusiastic, self-motivated and able to build effective relationships at all levels.
- Ability to lead a new area of work, make recommendations and collaborate to ensure positive outcomes.
- Positive outlook, resilient and able to respond effectively to challenges and/or differing opinions.
- Ability to take responsibility and work on own initiative, under pressure and to deadlines without direct supervision.
- Able to balance competing demands effectively.
- Contributes positively to organisational change.
- Customer focused.
- Diplomatic but persuasive
- Enthusiastic about learning and sharing new approaches and skills and continuing professional development.

Knowledge, Skills and Understanding

- Excellent inter-personal skills
- Knowledge and understanding of SEND and Inclusion
- Excellent skills in Microsoft Outlook, Word, and Excel
- Excellent communication skills, both written and verbal at all levels
- Creative and innovative approaches to communicate with different audiences
- Strong organisational skills
- Effective time management

Education & Qualifications

- Degree level qualification or equivalent experience

Essential requirement

Full driving licence