

## Job Profile

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**SENDASS Case Lead**

**Grade: 9**

**Date created: January 2026**

### **About the Job**

To provide operational management to the SENDASS team to fulfil the legal duties and requirements for the service as defined in the Children and Families Act 2014, the SEND Code of Practice 2015 and associated minimum standards issued in 2018.

SENDASS must provide confidential and impartial information, advice and support to parents and carers of children, 0-25 years with SEND and to children and young people with SEND up to 25 years of age in accordance with legislation and national guidance. The information advice and support should cover education, health and social care and relevant sections of the voluntary sector developing partnerships with key internal and external partners to effectively support:

- parents and carers who have a child or young person with special educational needs (SEN) or a disability
- young people (16-25 years) with special educational needs (SEN) or a disability
- children (up to 16 years) with special educational needs (SEN) or a disability

### **This is what we need you to do...**

### **Team Leadership and Staff Development**

- Lead day-to-day operational and line management of the SENDASS team.
- Supervise and manage performance of SENDASS advisors and customer-facing roles.
- Recruit, support, and retain staff, including delivering training and workforce development.

## **Casework Oversight and Quality Assurance**

- Ensure full compliance with the National IASS Minimum Standards across the team.
- Allocate, quality assure casework completed by SENIASS advisors and identify any training needs or gaps.
- Monitor and evaluate the quality of data and case notes to drive continuous improvement.
- To ensure that all advisers maintain a high level of confidentiality and impartiality.

## **Tribunals and Mediation**

- Prepare for and attend mediation and tribunal hearings.
- Ensure compliance with HESC Practice Directions and timeframes in all tribunal and mediation processes.

## **Stakeholder Engagement and Partnership Working**

- Collaborate with a wide range of professionals, including educational settings, health services, and external agencies (local, countywide, and occasionally national).
- Work closely with SENCOs and other practitioners to improve the quality of information and training that supports positive educational outcomes for children and young people.
- Engage with parent, child, and young person representatives within and outside GCC.
- Build strong relationships with families and carers to ensure effective SEN provision and positive outcomes.

## **Working with parents and young people**

- Work with parents using a variety of methods and mediums.
- Ensure the views of parents, children, and young people inform the information, advice and support that is provided.

- Promote awareness among families of how their input influences service development and change.
- Ensure the collective voice and views of parents, children, and young people is shared with strategic service management and improvement groups.

### **Performance Monitoring and Reporting**

- Monitor client demand and overall service performance.
- Produce and present reports for commissioners and stakeholders as required.
- Provide robust, data informed challenge where appropriate to influence practice

### **Service Development**

- Contribute to the strategic development of the SEND Information, Advice and Support Service.

### **Special Conditions**

- This position is subject to an enhanced DBS check; a disclosure certificate will be required if offered the role.
- A current, full driving licence and access to a vehicle are essential, as this is a countywide post involving travel across the county.

### **Monitoring and ongoing development of outcomes**

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review, and the council reserves its right to amend or add to the accountabilities listed above

## **Experience**

- Experience of leading or managing a team
- Experience in identifying safeguarding concerns
- Ability to mediate potentially complex and difficult situations
- Experience within an Education, Health or Social Care setting
- Experience of working with children and young people with SEND
- Experience of observation, evaluation and report writing
- Experience of working and supporting with parents and carers
- Experience of using data, analysing reports and planning capacity to meet identified needs
- Experience of providing casework supervision, advice and guidance to colleagues and other practitioners

## **Behavioural attributes**

- Ability to cope and function effectively when working in a pressurised environment
- Emotionally resilient
- Flexible, focused and with excellent time management
- Organised; ability to prioritise and to meet deadlines
- Excellent interpersonal skills
- Excellent communication skills (written and oral)
- Ability to respond to a changing pattern of demand at work, which can be unpredictable and unplanned, requiring constant shifts in priority
- Demonstrate Gloucestershire Leader/Employee Behaviours
- Commitment to achieving the best outcomes for children and young people – taking responsibility, being professionally curious and holding self and others to account

## **Knowledge, Skills and Understanding**

- Excellent knowledge of Special Educational Needs and Disability legislation
- Ability to work effectively with parents, children and young people
- Proven skills in effective partnership working
- Good knowledge of safeguarding procedures

## **Education & Qualifications**

### **Essential**

- Education to Degree level standard or able to evidence equivalent academic ability
- Relevant SEN professional qualification or equivalent experience
- SEND Law training or qualification (IPSEA Level 1, 2 and 3)

- Understanding of the SEND code of practice
- Ability to work to challenging deadlines
- Good negotiation skills
- Ability to identify good quality educational provision
- Good knowledge of how to understand local needs and priorities relating to different communities
- Ability to challenge and to suggest solutions to problems
- Understanding of national policies and the context of SEND
- Excellent communication and literacy skills, with the ability to précis and present information to a wide audience
- Excellent ICT competencies