

About the Job:

To manage the operational development of the Special Educational Needs and Disability Information, Advice and Support Service (SENDIASS) in Gloucestershire. To ensure compliance with the Local Authority Service Level Agreement.

To manage the operational development of SENDIASS Gloucestershire to comply with the Minimum Standards for Delivery (2018) for SENDIASS as supported by the Department for Education ensuring that children and young people with SEND, emerging SEND or additional needs, aged 0 – 25 years and their families have access to impartial and timely information and advice to achieve the best educational outcomes for them within a holistic offer of support.

To research, test, develop and implement new and innovative ways of delivering SENDIASS Gloucestershire in accordance with legislation, the statute and the Council's Vision and Values.

To support the Strategic Development Service Manager to contribute to the delivery of the Council's Vision and Values. This requires working with senior managers, partners and staff within the organisation, as well as partners in wider organisations (such as the local Integrated Care Board) to ensure that all work is compliant with legislation, statute and Council policies, processes and constitutional rules.

The SENDIASS Manager needs to:

- Be an effective lead for SENDIASS Gloucestershire - a service which offers impartial information, advice and support to children and young people who have emerging and ongoing SEND and additional needs and their families. The service also provides information, advice and support to young people aged between 16 and 25 who have additional needs.
- Manage commissioned contracts as required, ensuring compliance with the appropriate procedures for monitoring and quality.
- Advise on marketing of specific community and family services to the public, professional and service providers in Gloucestershire.
- Provide and contribute to statistical information and other key strategic planning documents and reports as required.
- Lead co-ordination of the SENDIASS Steering Group with representation from parents and internal and external agencies that provide services to children with SEND to represent their voice and experience to help improve service delivery.
- Manage and provide a service in Gloucestershire, which complies with the 2018 Minimum Standards for Delivery for SENDIASS as supported by the Department for Education.
- Be responsible for the development and management of all SENDIASS staff and undertake all performance management responsibilities, monitoring procedures and support according to Gloucestershire County Council's guidelines.
- Manage the provision of advice and specific training on SENDIASS policy and practice for education providers, schools, colleges, universities, Local Authority colleagues and other agencies and voluntary organisations that work with families in order to raise standards.
- Research, test, develop and implement new and innovative ways of delivering services using the skills and expertise of all appropriate members of staff.
- Research and evaluate industry best practice and continuously benchmark the SENDIASS Service performance and new developments with appropriate service providers.

- Adopt a very proactive approach to developing and maintaining excellent relationships and communication channels with a wide range of contacts including Steering Group Members, multi-agency partners, community interest groups, service users and with staff, to ensure the organisation achieves the highest standards possible.
- Work in partnership where appropriate with other SENDIASS services, local authorities, regional and national agencies, co-ordinating, monitoring and developing work with to achieve maximum value for the authority.
- Manage, develop and co-ordinate any post holders reporting to this post to ensure that professional services are efficient, effective and customer focused.
- To perform such other duties as reasonably correspond to the character of the post and are commensurate with its level of responsibility.

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.

The ideal candidate will have:

Experience

- Experience in a management role in a customer focused environment, with experience of managing performance and controlling budgets.
- Experience of working in a changing environment from both the perspective of initiating that change and being the subject of change.
- Experience of developing and delivering information briefings and other activities, such as facilitating workshops, and presenting information to a wide range of groups and people.
- Proven ability to influence and negotiate successfully at all levels
- Experience of working with parents and carers of children with special educational needs and disabilities.
- Experience of working with young people with special educational needs and disabilities.
- Experience of working in a school, pre-school or college setting.
- Experience of working in a role that demands you to continually prioritise your workload.
- Experience of giving impartial advice or support.
- Experience of working on a telephone helpline.

Special Conditions

- This position is subject to an enhanced DBS disclosure.
- To work flexibly outside of normal office working. The nature of the post means that work will take place at a range of venues and contexts, and that contact parents, carers, children and young people could be outside of normal office hours including weekends.
- Full driving licence and access to transport.
- The post holder will be expected to work from home (where necessary and in the best interests of the service), as well as travel across Gloucestershire on a regular basis (including a number of rural areas) and to attend meetings, training sessions and conferences, both regionally and nationally.

Behavioural attributes

- This is a senior post and as such the post holder must be confident, an achievement orientated self-starter with a proven track record of delivering outcomes and meeting targets.
- Ability to manage a complex workload, work well under pressure, meet deadlines and deliver organisational priorities.
- Demonstrates Gloucestershire Employee Behaviours.
- Approachable and able to engage with a range of people.
- Committed to achieving the best outcomes for children and young people.
- Able to build effective working relationships across education, health and care services that improve participation and coproduction with parent / carers and children and young people.
- Flexible, creative and self-motivated and able to work autonomously.
- Organised and able to meet deadlines.
- Able to cope and function effectively when working in a pressured environment, demonstrating emotional resilience.
- Able to work effectively with people at all levels within the council and its partners.

- Experience of preparing and attending appeals and / or SEND Tribunals.
- Experience of diffusing difficult and volatile situations.
- Contributing to consultative exercises with a range of stakeholders.
- Experience of working across a wide geographical area.

Knowledge, Skills and Understanding

- Excellent and dynamic communicator – written and oral, formal and informal; demonstrating an articulate and confident nature with a high level of emotional intelligence and with experience of managing change and persuading staff to adapt to new ways of working.
- Excellent user of Microsoft Office or equivalent applications able to create spreadsheets, letters and management reports using Microsoft Office software. Ability to effectively exploit internet resources.
- Experience in using different databases e.g. Charity Log / CrossData
- Innovative approach to problem solving and creation of new business/income opportunities.
- An understanding of equal opportunities, safeguarding and health and safety legislation and experience of promoting a healthy and safe working environment.
- Creative abilities to engage with parent carers and children and young people and enable their participation.
- Understanding of the way children and young people use and interact with different sources of information.
- Ability to listen to a range of views and enable collaboration towards an agreed objective.
- Well-developed planning, analysis, and implementation skills.
- Well-developed negotiation and engagement skills.
- Knowledge of effective quality assurance processes and their design.
- Highly developed written, presentation and report writing skills, using effective language to convey convincing ideas and arguments and simplify technical and complex information.
- Ability to build productive and effective working relationships.

- Able to problem solve and anticipate and resolve problems before they arise.
- Politically aware.
- Able to respond to a changing pattern of demand at work which can be unpredictable and unplanned requiring constant shifts of priority.
- Being professionally curious and holding self and others to account.

Education & Qualifications:

Essential

- Degree or equivalent.
- Evidence of experience working with children and young people.
- Evidence of experience of working with parent / carers.
- Knowledge and experience of disability, SEN and additional needs.
- Knowledge of SEN guidance, law and practice.
- Knowledge of Safeguarding Children and Safeguarding Adults procedures.

Desirable

- Experience of compiling bids for grant funding.
- Experience of developing and delivering training and development programmes.
- Programme management experience and proficiency in project management practices, principles and standards.
- A Management Qualification – Level 5 or above.