

JOB DESCRIPTION

JOB TITLE: SEND Appeals Officer

JOB NO: A10667

GRADE: Gr5 **(consultation grade - subject to formal evaluation under the Pay Equity Review)*

DIVISION: Children & Families

NO OF POSTS: 8

SECTION: SEND/SENAR

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: YES

1.0 JOB PURPOSE

- 1.1 To lead work within the Appeals team (of the Special Educational Needs and Assessment and Review (SENAR) service), with a focus on ensuring that children and young people have their needs met as close to where they live as possible and, wherever possible, in universal provision.
- 1.2 To take responsibility for a number of cases which are going through the appeals process for the local area.
- 1.3 To ensure that work is delivered to support the achievement of wider Directorate priorities.
- 1.4 To promote a culture of collaborative working that reflects the aspirations of stakeholders, promotes equality of opportunity and celebrates cultural diversity, inspires a sense of purpose and seeks to improve all aspects of performance.
- 1.5 To identify and prioritise cases and find creative solutions to complex problems, with a resulting reduction in appeals going to the final stages of the SENDIS Tribunal.

2.0 DUTIES AND RESPONSIBILITIES

- 2.1 To be responsible as a SEND Appeals Officer for effective and efficient assessment of appeal cases, planning a clear scheme of interventions for the progress of children and young people aged 0 – 25 with SEN/LDD in all educational settings and institutions.
- 2.2 To work to resolve conflicts, particularly of opinion, and directly engage with stakeholders that are engaged in and/or party to the appeals and tribunal process
- 2.3 To manage Assistant Appeals Officer(s) and ensure their workload is appropriate and supporting the wider team objectives and priorities so they work to their full potential. Additionally, where necessary, instigate the capability and attendance management procedures.
- 2.4 To ensure all paperwork for SENDIS Tribunal in line with legislative and local timeframes.
- 2.5 To coordinate attendance at SENDIS Tribunals to present the LA case and defend the appropriateness of the service provision
- 2.6 To provide clear reports relating to the work of the Appeals team. These will include analysis and interpretation of data (quantitative and qualitative) with recommendations to colleagues regarding learning that needs to be shared to improve service delivery and the reputation of the service.

- 2.7 To ensure the service function has a relentless focus on child protection and to be alert to safeguarding duties and the management of thresholds and risks
- 2.8 To promote an appropriate culture, empower others and demonstrate high standards
- 2.9 To promote, lead and implement change incorporating continuous improvement of performance quality and creating cultures and processes, including dashboards, that drive up standards and performance
- 2.10 To be able to communicate clearly and meaningfully with a variety of audiences including delivery of training as appropriate
- 2.11 To investigate complaints in accordance with Corporate and Directorate procedures.
- 2.12 To contribute to setting clear measurable and achievable goals for the service, including business planning
- 2.13 To ensure Health and Safety requirements are met within an area of responsibility
- 2.14 To sustain collaborative relationships with other teams and stakeholders
- 2.15 To work in partnerships and networks to resolve problems, implement policies and improve services
- 2.16 Any other duties commensurate with the grade and nature of the post.

OBSERVANCE OF THE CITY COUNCIL'S EQUAL OPPORTUNITIES, SAFEGUARDING AND DATA PROTECTION POLICIES WILL BE REQUIRED (AMONG OTHERS)

3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE: SEND Appeals Manager

JOB NO:

3.2 LEVEL OF SUPERVISION

1. ~~Regularly supervised with work checked by supervisor.~~
2. Left to work within established guidelines subject to scrutiny by supervisor.
3. Plan own work to ensure the meeting of defined objectives.
Receive at least 6 1:1 supervision sessions in the year

4.0 SUPERVISION GIVEN (excludes those who are INDIRECTLY supervised i.e. through others)

POST TITLE	GRADE	NO OF POSTS	LEVEL OF SUPERVISION*
SEND Assistant Appeals Officer	Gr 3	Up to 2	1,2,3

*Use 1,2 or 3 as in 3.2

5.0 SPECIAL CONDITIONS

DBS check required for the post	Yes			
Level of check required	Standard			
	Enhanced			Yes
	Enhanced with barred list check - Adults			Yes
	Enhanced with barred list check - Children's			Yes
	Enhanced with barred list check – Adults & Children's			Yes

Date:	Name:	Signature:
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Person Specification

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**Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview;
T. = Test or Exercise; C. = Certificate; P. = Presentation.**

CRITERIA	ESSENTIAL	M.O.A.
Education/Qualifications NB: Full regard must be paid to overseas qualifications.	High Standard of general education with a degree, or equivalent, in an appropriate specialism. A legal background/qualification would be desirable. AND/OR Relevant NVQ in SEND Casework	AF
Experience (Relevant work and other experience)	Expert knowledge of the SEND Code of Practice.	AF/I/T
	Experience of representing a local area at the mediation or SENDIS Tribunal and of leading on the handling of complaints	AF/I/T
	Experience of managing difficult conversations with families (and their advocates) empathetically, with tact and sensitivity.	AF

	<p>Experience of influencing colleagues to adapt and improve their behaviours and approaches to improve the services delivered to families and other stakeholders.</p> <p>Experience of the development and oversight of projects targeting SEN interventions at a local level with evidence of impact on outcomes for children.</p> <p>Experience of analysing data and presenting reports.</p> <p>A good understanding of legislation and requirements relating to the safeguarding of children and young people, including personal responsibility.</p>	<p>I</p> <p>I</p> <p>I/T</p> <p>I</p>
<p>Skills & Ability e.g. written communication skills, dealing with the public etc.</p>	<p>The ability to relate the SEND Code of Practice directly to the situations presented by families and other stakeholders, drawing on experience to reach an outcome whilst defending the position of the local authority diplomatically and empathetically.</p> <p>The ability to communicate effectively across a range of contexts including the ability to create and deliver concise, engaging and accurate information to a range of audiences, adapting style and content to needs of the audience and checking understanding</p> <p>The ability to drive service improvement and actively tackles poor performance.</p> <p>The ability to build and motivate teams, creating a positive environment which encourages open discussion and innovation, supports performance, builds capability and empowers staff.</p> <p>The ability to successfully build and maintain effective relationships with senior colleagues, external agencies, children and their families and carers - demonstrating effective interpersonal skills in dealing with people at all levels and from a wide range of backgrounds.</p> <p>The ability to plan and manage work to optimise resources available, ensuring timelines and budgets are met.</p> <p>To ensure robust procedures and practice are in place to meet statutory obligations and performance objectives and that these are regularly reviewed</p> <p>The ability to analyse and assess information, to pick out</p>	<p>I/T</p> <p>AF/I/T</p> <p>I</p> <p>AF/I</p> <p>AF</p> <p>AF</p> <p>I</p>

	<p>the key issues for action and to problem-solve appropriate solutions.</p> <p>An ability to provide a lead on a particular area of responsibility</p> <p>The ability to listen to and value the views of others and to respond appropriately and sensitively.</p> <p>The ability to line manage and ensure the team is clear on the outcomes and the levels of performance required.</p>	<p>I/T</p> <p>I</p> <p>I/T</p> <p>I</p>
Training	<p>CPD record indicates commitment to maintaining high knowledge and skill levels in appropriate areas and to developing organisational leadership and management skills.</p> <p>Training for responding to complaints and working within a legislative, mediation and/or SENDIS Tribunal environment is important.</p>	
Other	<p>Leading, understanding and working with complexity, working both independently, and as a team member to make significant changes, transform and improve services and support to children, young people and families.</p> <p>The ability to show respect and understanding of diversity and values individual difference. Treats all people fairly and appropriately regardless of race religious, belief, gender, age, disability, sexual orientation, appearance or position.</p> <p>Proactively seeks to reduce health and other inequalities of disadvantaged groups and acts to raise awareness of the benefits of diversity and build active commitment to ensure equality of opportunity.</p> <p>Must be able to be adaptable, meet deadlines, be solution focused and work under pressure</p> <p>A strong moral compass and a commitment to the public sector values aligned to servant leadership are essential.</p> <p>A flexible approach to working, including out-of-hours, and an ability and willingness to travel to different locations.</p> <p>Must be able to work with colleagues, local councillors and senior leaders at all levels across the Birmingham area.</p>	

All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.

Date:	Name:	Signature:
Date reviewed:	Name:	Signature: