

# Job Description

## For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

### Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

#### Role Details

Job Title:	SEND Resolution Officer	JEID	M0674
Salary Grade:	Scale I		
Team:	Special Educational Needs Assessment and Review (SENDAR)		
Service Area:	Education & Learning		
Primary Location:	Saltisford Office Park, Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	SENDAR Manager		
Responsible for:	N/A		

#### Role Purpose

To support the SENDAR manager in responding to parental appeals, complaints and queries regarding the process for assessing, issuing and reviewing Education, Health and Care Plans.

The purpose of the role is to improve our responsiveness as a service to requests and queries from parents.

The role will involve working closely with members of the SENDAR team and colleagues across Education Services and the wider County Council.

The role will also require regular communication with parents informed by knowledge of the SEND Regulations and Code of Practice.

#### Role Responsibilities

1. To coordinate and respond to queries following Statutory Provision panel decisions
2. To prepare and attend mediation meetings on behalf of SENDAR
3. To investigate and coordinate responses to complaints and queries to SENDAR (via contact us, email, MPs and other communications)
4. To coordinate responses to Subject Access Requests on behalf of SENDAR.
5. To act as the point of contact for responding to freedom of information requests for SENDAR
6. To act as a single point of contact where appropriate on ongoing complaints
7. To contribute to improvements being made in this area of work as part of the SEND & Inclusion Change Programme

8. To undertake any other duties appropriate to the responsibilities and grade of this post, within the capacity allocated.

## Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

### Essential Criteria

Assessed By:

Level 5 qualification in a relevant field or equivalent experience	A, D
Ability to draft and prepare correspondence and reports which are accurate in terms of content, grammar and spelling.	A, I
Ability to quickly assimilate information and make informed decisions under short time constraints	A, I
Proven negotiation skills that achieve desired outcomes.	A, I
Ability to work with minimum supervision, balancing using own initiative against need to seek management guidance.	A, I
Proven ability to work collaboratively as an effective wider team member to achieve service aspirations.	A, I
Proven ability to communicate effectively in both written and oral form with a variety of audiences to ensure that key issues are identified and understood	A, I
Ability to identify work priorities and manage workload to meet deadlines, ensuring objectives and targets are achieved with minimal disruption.	A, I
Proven ability to anticipate problems and achieve workable solutions to complex problems and to ensure contingencies are planned for.	A, I
Ability to demonstrate sensitivity and objectivity in dealing with emotive and confidential issues.	A, I
In depth knowledge and understanding of SEND Regulations 2014 and SEND Code of Practice 2015, statutory procedures and processes governing the provision of services for children with special educational needs.	A, I, P
Understanding of Council complaints processes	A, I
Understanding of SEND appeals and mediation appeals processes	A, I
Understanding of Subject Access Requests and Freedom of Information Requests	A, I
Experience of communicating with children and their families concerning complex issues	A, I
Knowledge and understanding of the impact of SEND on children and young people's educational outcomes.	A, I
Knowledge and experience of working with Windows software; MS Excel, MS Word.	A, I

Ability to support and challenge team members as required.	A, I
Ability to work calmly and effectively under pressure.	A, I
Reliability, honesty and a commitment to maintaining confidentiality.	A, I
A commitment to equalities in service delivery and employment and evidence of successful implementation of equalities in practice.	A, I
Full driving license or the ability to demonstrate how you will meet the travelling needs of the role	A, I

We are committed to Safeguarding and promoting the welfare of all those we serve, as well as complying with best practice in the application of safeguarding. Therefore, as this role requires working with Children or Vulnerable Adults a Disclosure and Barring (DBS) check will be required as part of the pre-employment checking process, and rechecking will be required as and when determined by the relevant policy.

## Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

### Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

### Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching

<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input checked="" type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	