



# RUTLAND COUNTY COUNCIL

## JOB DESCRIPTION

**Position Title:** SEND Development Officer

**Grade:** G05

**Directorate:** People

**Department:** SEND & Inclusion

**Responsible to:** Team Manager: SEND

---

### **Purpose of the Job:**

To contribute to the delivery of the Councils Early Intervention, SEND and Inclusion strategies, providing effective business and operational support to the SEND team in the discharge of our statutory duties in supporting children and young people with SEND and their families.

### **Main Responsibilities:**

1. To lead and provide effective operational support for the delivery of SEND and services in line with statutory duties and service objectives and targets.
2. To lead and develop the Annual Review processes for Education, Health & Care Plans (EHCPs) for children and young people with SEND, working closely with schools, parents/carers and professionals to ensure the Councils procedures facilitate effective annual reviews and enable the Local Authority to meet its statutory duties.
3. To provide operational support for all annual reviews, coordinating all documentation from schools and colleges and making provisional amendments to Education, Health & Care Plans. Assisting the SEND Case Officers to produce amended EHCPs in line with statutory guidelines.
4. To lead, develop and manage processes for capturing and reporting effectively the views of parents/carers, children and young people about SEND services, acting as a champion for quality customer first approaches.
5. To lead and develop robust customer led intelligence through the monitoring of customer information, being responsible for developing and maintaining effective tracking processes (exclusion, children missing education, annual reviews, EHCPs etc.) and high quality reporting arrangements in support of performance management and service reporting requirements.



## **RUTLAND COUNTY COUNCIL**

6. To co-ordinate the processes for administering Education, Health and Care Plans, including Education, Health and Care needs assessments, ensuring the service meets statutory standards and timescales.
7. To support the school consult process for securing school places for children and young people with EHCPs in line with statutory requirements, undertaking direct consults with schools and local authorities in liaison with case officers.
8. To promote the service, its associated projects and activities, and acting as a main point of contact for parents/carers, members of the public, schools and professionals providing high quality information and advice pertaining to SEND services.
9. To assist SEND Case Officers in managing day to day case work liaising with parents/carers, school, professionals and other organisations to gather information to contribute to effective support and EHCPs for children and young people.
10. To support our tribunal processes including processes for recording and monitor Tribunal appeals, assisting in the preparation of documentation for submitting to the Legal Team, and ensuring legal timescales are met.
11. To provide day to day administration and clerical support to the service including administration of service referrals (EP requests), support for SEND panels, minute taking, correspondence and to prepare and administer reports to a high standard.
12. To provide support for SEND Panels, including providing administrative support for the Panel Chair, setting agendas, collation and distributions of papers, minute taking and maintaining accurate records on Liquid Logic for all Panel decision and discussion items.
13. To support the contracts process, ensuring all Panel decisions for school placements are accurately recorded, that contracts paperwork is completed in a timely manner and, through liaison with our contracts team, that contracts are in place with providers prior to the commencement of placements/provisions.
14. To administer business systems including Liquid Logic and to maintain accurate databases and filing systems.
15. To oversee budgets within the service when required and process purchase orders, invoices and petty cash using the Council financial management system (agresso).
16. To help deliver high quality support that makes a difference to children and young people with SEND. To be committed to making a difference and to adhere to the values of the Council, ensuring a high quality customer first approach.



## **RUTLAND COUNTY COUNCIL**

17. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.
18. Take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties. Where appropriate you will safeguard the health and safety of all persons and premises under your control and guidance in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Directorate codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.
19. This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

### **Dimensions**

No budget or line management responsibility



## RUTLAND COUNTY COUNCIL

### JOB REQUIREMENTS

#### QUALIFICATIONS/TRAINING/EDUCATION

Essential	Method of Assessment *
Educated to NVQ level 3, or equivalent, in a relevant field such as business administration, education or SEND services.	A/D
GCSE grades C or equivalent in English and Mathematics.	A/D
Evidence of continued learning and a willingness to undertake further training and professional development.	A

Desirable	Method of Assessment *
Microsoft office accreditation.	A/D

#### EXPERIENCE/KNOWLEDGE

Essential	Method of Assessment *
Experience of working in services within the Special Educational Need and Disabilities area and the SEND Code of Practice, including in-depth knowledge of services delivered under the Children and Families Act.	A/I
Knowledge of the SEND Tribunal process, policy and procedures to provide advice to the team.	A/I
Experience of working in an administrative role and associated processes and practice.	A/I
Experience of working directly with customers, including face to face and telephony support.	A/I
Experience of collating and entering data accurately and producing reports.	A/T
Good working knowledge of Microsoft office packages including Outlook, Word and excel for the purposes of collating data and formulating reports.	A/T
	A



## RUTLAND COUNTY COUNCIL

Knowledge and experience of filing/reference systems and their management. Knowledge and understanding of latest legislation regarding data protection and freedom of information	A
--	---

Desirable	Method of Assessment *
Experience in financial administration including raising orders and financial management systems.	A
Experience using case management systems.	A

### **SKILLS**

Essential	Method of Assessment *
Passionate, pro-active and committed team member who wants to make a difference to the lives of children and young people.	A/I
Ability to work independently using knowledge, experience and initiative to resolve issues.	A/I/T
Good organisational and planning skills and the ability to work under pressure and to deadlines.	A/I
Ability to deal with the public with tact and diplomacy and to maintain professionalism, particularly in stressful, emotional or difficult situations.	A/I
Excellent interpersonal skills and ability to engage with a wide array of customers and professionals.	A/I
Good literacy and numeracy and the ability to write and record information accurately.	A/T
Good IT skills, including the ability to use Microsoft Office packages and case tracking systems.	A/I/T
Ability to analyse and disseminate a range of information.	A/I
Adaptable and able to assimilate new information quickly.	A/I
Flexible approach to work.	A



## RUTLAND COUNTY COUNCIL

### EQUALITY AND DIVERSITY

Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.	A/I

### OTHER

Essential	Method of Assessment *
Flexible in working patterns to fulfil commitments of the role and team.	A/I
Willingness and ability to visit other sites as and when required.	

\* **A = Application Form**    **D = Documentary evidence**    **I = Interview**    **T = Test**

### STRUCTURE

To be confirmed.

**NOTE: These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.**

DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
16.08.18	Yes	Kevin Quinn, Service Manager Early Intervention, SEND & Inclusion
21.04.2022	Yes – minor amends to areas of admin support and lead	Helen Chester, Service Manager Early Intervention, SEND & Inclusion
04.12.2024	Yes – template format, removal of structure until confirmed	Helga Spry-Shute, Service Manager
20.06.2025	Some wording changes	Lauren Wakefield, Team Manager SEND