

Job description

Job title:	SEND Improvement Project Officer		
Directorate:	People directorate	Salary:	£36,363 - £40,777 per year Plus £729 London Weighting
Section:	SEND Improvement – Education & Learning	Grade:	BG-G, SCP25-30
Location:	Time Square	Work style:	Hybrid

Key objectives of the role

To provide dedicated operational and project support to the SEND Improvement Programme, enabling the effective coordination and delivery of multiple SEND-related workstreams, task and finish groups, and partnership forums that support SEND reform, improvement activity, and statutory change.

The role will support senior officers and partners by ensuring SEND improvement activity is effectively coordinated, monitored, and delivered at pace. This includes recognising and responding to the complexity, scale, integrated governance arrangements, and dynamic nature of ongoing SEND reform and continuous improvement activity.

Designation of post and position within departmental structure

The postholder will work as part of the SEND Improvement and Partnerships function, reporting to a senior officer leading SEND Improvement activity.

The role will work closely with:

- SEND senior leadership
- Operational SEND services
- Wider Local Authority services
- Schools and Education Settings
- Health commissioners and provider organisations
- Parent Carer representatives and the voluntary sector
- Programme, project and improvement leads

The post does not carry direct line management responsibility.

Daily and monthly responsibilities

1. Support the local delivery of SEND improvement activity, recognising that SEND improvement is closely linked to:
 - The national SEND reform agenda
 - Ongoing legislative and statutory requirements
 - Inspection, assurance and performance improvement activity

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2. Under the supervision of the SEND Improvement Manager take operational responsibility for deliver activities within a high-profile, politically sensitive improvement programme with significant implications for statutory compliance, public trust and lived experience.
 3. Provide day-to-day operational support to the SEND Improvement Programme, supporting multiple strands of work concurrently.
 4. Coordinate a high volume of SEND-related meetings and activity, including:
 - o SEND Operational Group meetings
 - o SEND Improvement and Assurance Board
 - o Task and finish groups
 - o Short-term improvement groups
 - o Ongoing partnership and governance meetings
 5. Ensure meetings are appropriately serviced, including agenda planning, maintaining forward plans, collation and circulation of papers, minute taking where required, tracking actions and follow-up.
 6. Maintain oversight of SEND improvement activity to help identify connections, dependencies and overlaps between workstreams.
 7. Support consistent information flow between groups, ensuring the right information reaches the right forums.
 8. Assist senior officers in preparing briefing papers, slides, reports and updates, sourcing and assembling information and data and coordinating responses and inputs from a range of services and partners
 9. Build effective relationships with stakeholders across the multi-agency partnership including senior managers within the organisation, education providers, NHS and ICB partners, Parent Carers and the voluntary and community sector to ensure SEND improvement and SEND Reform is prioritised. Influence senior leaders and professionals across multiple organisations without formal authority.
 10. Track and monitor actions arising from SEND improvement activity to support delivery and assurance.
 11. Act as a central point of coordination across SEND improvement groups, ensuring clear links between governance, operational delivery and task groups.
 12. Support the identification of resource pressures and delivery risks in improvement activities. Escalate appropriately and identify mitigations as far as possible.
 13. Plan and support the delivery of regular planned and ad-hoc engagement with parent-carers and young people, to support co-production and regular feedback loops within the improvement programme.
 14. Support the SEND Improvement Manager with internal and external communication across the partnership to ensure SEND Improvement initiatives and outcomes are publicised working with corporate communications and marketing as appropriate.
 15. Support collaborative working by ensuring meetings, decisions and actions are effectively coordinated and communicated.
 16. Use agreed systems and tools to maintain accurate records, documentation and version control for SEND improvement activity.
 17. Work flexibly in response to changing priorities and the evolving SEND improvement landscape.
 18. Ensure compliance with data protection, confidentiality and information governance requirements.
 19. Demonstrate the Council's values and behaviours and contribute to a culture of continuous improvement. t in order of importance.

Scope of role

- The role is operational and delivery focused, providing critical capacity to SEND improvement activity.

- Requires the ability to manage a significant volume of work, often at pace and with competing deadlines.
- Involves working across organisational and professional boundaries in a complex SEND system environment.
- The complexity of SEND reform and improvement means the role requires the postholder to work independently and methodically in line with project management principles but does not include strategic project management or line management responsibilities.

Commitment to the Council's Equal Opportunities policy at all times.

Commitment to always working within the bounds of the Data Protection Act and GDPR legislation.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

Person specification

Key criteria	Essential	Desirable
Skills and qualifications	Higher Level Qualification	Educated to Degree Level
	Evidence of continued professional Development	Project Management qualification
	Demonstrable skills in MS Word, Excel and Powerpoint	
Competence summary (Knowledge, abilities, skills, experience)	Proven record of ability in supporting the management and delivery of strategic organisational change or service review projects ideally within a political environment.	Knowledge of national policy relating to SEND services and funding
	Excellent project management skills including risk, change and issue management.	Good knowledge of the public sector including governance arrangements.
	Proven record of ability to support the effective set up and running of project group meetings or similar.	
	Proactive approach to management of risks and issues resolution.	
	Provides administrative leadership and direction to project teams and key stakeholders.	
	Ability to build productive relationships with senior officers and stakeholders.	
	Experience of involvement in projects across organisational boundaries and with multiple stakeholders.	
	Experience of engagement and communications planning and activity delivery; including organising meetings and workshops.	
	Proven ability in demonstrating engagement skills, with particular emphasis on collaborative working.	
	Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.	

Work-related Personal Requirements	<p>The post holder must be able to travel to our main office in Time Square, Market street, Bracknell or other local venues as required.</p> <p>The post holder will be able to work away from their designated office (either another office location, at home, or in the field) for, on average, up to 80% of their normal working week.</p> <p>Ability to work flexibly balancing a number of competing tasks and projects simultaneously, often under pressure.</p> <p>Excellent organisational skills.</p>
Other work requirements	<p>A satisfactory Disclosure and Barring Service check.</p> <p>Ability to attend occasional evening and/or weekend engagement and consultation meetings, if required.</p> <p>Must be able to demonstrate the Council's value and behaviours.</p>
Role models and demonstrates the Council's values and behaviours	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>

All staff should hold a duty and commitment to observing the Council's Equality and Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality and Diversity legislation and Council policies/procedures.

