

JOB DESCRIPTION

Job Title	SENDIAS Manager		
Directorate	Children, Families and Education		
Reporting to			
Grade	8		
Evaluation ref:	RP232	Job Family ref:	
Role Purpose			
<p>The SENDIAS Manager is the strategic lead for the Information Advice and Support Service (SENDIASS) provided on behalf of Somerset Council. This is a statutory service that delivers impartial and confidential provision to children and young people with additional/special educational needs and their parents/carers. The Manager will ensure that the Local Authority fulfils the requirements of Section 332a of the Education Act 1996, Children and Families Act 2014 c.6, part 3, section 32, SEND Code of Practice and National Quality Standards for Information Advice and Support Services.</p> <p>The SENDIAS Manager in Children Services is responsible for leading and managing the front-line commissioned Special Educational Needs and Disability Information, Advice and Support (SENDIASS) service within Somerset Council. This role involves providing impartial information, advice and advocacy for children, young people and parents and carers - on legislation, policy and practice in relation to SEND. You will work closely with other managers and colleagues to ensure that we continue to be responsive in the delivery of services and holistic support to families.</p> <p>The manager is accountable for embedding policies and guidelines and will collaborate with various stakeholders, including schools (Head Teachers, Governors etc), health services, and voluntary organisations, to improve educational, health, and care outcomes for children and young people with SEND.</p> <p>The manager oversees a team of SENDIAS officers and support workers, ensuring high-quality service delivery and continuous improvement. Recruiting, training and developing Independent Parental Supporters.</p> <p>To manage an effective partnership with and promote a positive dialogue between children, young people, parents/carers and the Local Authority, schools, health, ensuring young people and parents/carers are empowered to play an active role in decision making.</p>			
Accountabilities			
<ul style="list-style-type: none"> • Provide information and support to children, young people and parents/carers and assistance in representing their views to schools, Local Authority (LA) officers and other relevant professionals. • Lead and manage the SENDIAS service, ensuring compliance with statutory requirements. 			

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- Oversee the preparation and submission of evidence for SEND tribunals and mediation.
- Developing and maintaining effective partnerships with schools, health services, and voluntary organisations.
- Develop and implement policies and procedures in line with statutory guidance and national frameworks.
- Promote the service to a range of stakeholders and partners, designing and delivering training and awareness sessions, and promotional materials.
- Develop and implement effective monitoring and evaluation systems
- Ensure and maintain effective administrative, referral and communication systems.
- Source and apply for funding from external sources for specific projects. Writing Bids and Business Cases to attract grants and funding.
- Manage a team of SENDIAS officers and support workers, providing supervision and support.
- Ensure the service is accessible and responsive to the needs of children, young people, and their families.
- Promote and support effective partnership working with children, young people and their parent/carers in a co-productive framework, engaging them so they can be part of the strategic planning of the service.
- Oversee casework delivered by SENDIASS team members and undertake direct advice work including complex cases.
- Monitor and evaluate the effectiveness of the service, implementing improvements as necessary.
- Advocate for children and young people with SEND, ensuring their voices are heard in decision-making processes.
- Deliver training and workshops to parents, carers, and professionals on SEND-related topics.
- Maintain up-to-date knowledge of SEND legislation, policies, and best practices.
- Produce an annual report about the SENDIASS service
- Recruit, supervise and appraise staff and volunteers.
- Ensure that training needs are identified and met.
- Lead and develop the SENDIASS team and ensure effective communication between the Team and other key stakeholders.
- Maintain effective liaison and develop work with key professionals within the Local Authority SEN Team, schools, Health and Social Care.
- Maintain effective liaison and develop work with other relevant groups and organisations e.g. parent/carer groups, voluntary organisations.
- Attend and participate in Southwest Regional SENDIASS meetings.
- Provide information to the SENDIASS network when requested and ensure staff participate in forums, events and training opportunities.
- Manage and monitor the Information, Advice and Support Service budget.

Knowledge / Experience / Skills

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	Essential	Desirable
Knowledge		
In depth knowledge of SEN/D, Disability and Social Care legislation and its interpretation (including SEN Code of Practice 2015, Equality Act 2010, Children's and Families Act 2014 and Mental Capacity Act 2005).	x	
Knowledge and understanding of a successful and effective information, advice and support provision.	x	
Understanding of the SEND Code of Practice	x	
Awareness of local and national SEND policies and initiatives.	x	
Knowledge and experience of education, health and social care systems and how children with SEND are supported in schools and community settings.	x	
Knowledge of multi-agency working and partnership development.	x	
Familiarity with the local and National SEND landscape and available resources.		x
An understanding of the rights and responsibilities related to complaints processes.		x
Experience		
Substantial experience of managing a SENDIAS service, or work within SEND.	x	
Proven track record of working with children, young people, and families with SEND.	x	
Experience of working as a provider of information and dealing with queries and concerns about sensitive and confidential issues	x	
Service development, planning, monitoring and quality assurance skills.	x	
Experience in leading and managing a high performing team.	x	

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Experience in preparing and presenting evidence for SEND tribunals and mediation.	x	
Experience in designing and delivering training and workshops.		x
Experience in working within a multi-agency environment and fostering and building effective partnerships.		x
Experience of budget management and allocation of resources.	x	
Experience of writing annual reports and strategic documents.	x	
Qualifications / Registrations / Certifications		
A relevant degree or professional qualification in education, social work, or a related field.	x	
Safeguarding training and qualifications.	x	
Additional qualifications in SEND or related areas.		x
Evidence of continuous professional development in SEND.		x
Management or leadership qualifications.		x
Training in mediation or conflict resolution.		x
Skills		
Excellent communication skills, both written and verbal.	x	
Effective leadership and management skills.	x	
Ability to build and maintain effective partnerships.	x	
Strong organisational and time management skills.	x	
Ability to work under pressure and manage competing priorities.	x	
Proficiency in using IT systems and software.		x
Strong problem-solving and decision-making skills.		x
Working Conditions		

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This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:

- **Work Hours:** Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events.
- **Location:** The primary work location is County Hall, with opportunities for remote work as per organisational policies.
- **Travel:** Some travel within the local area may be required for meetings, site visits, and community engagement activities.
- **Work Environment:** The role involves working both independently and as part of a team, with access to modern office facilities and resources.

Health and Safety: Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.

Dimensions of the role

Working Arrangements

Somerset Council's Dynamic Working Strategy will be applied to this position.

Corporate Accountabilities

- Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Directorates Senior Leadership Team.
- Update and advise Elected Members in respect of operational and policy issues in relation to the Children, Families and Education Services teams.
- Lead Children, Families and Education teams with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture, and high level of employee engagement and wellbeing.
- Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas.
- Create, monitor, and review frameworks of performance measures and quality standards to be applied in the delivery of services.
- Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values.
- Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.
- Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council

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and its workforce including the motivation and development of employees within the Children, Families and Education service teams.

- Ensure that Children, Families and Education services place a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customers, communities, and businesses.
- Support the delivery of the Councils' key strategic aims and objectives ensuring understanding and commitment from staff from across the Children, Families and Education service.
- Support Corporate and Directorate and service specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.
- Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.
- Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.
- Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.

Date: