

JOB DESCRIPTION

Job Title	Service Manager Partnerships (SENDIAS)			
Directorate	Children Services			
Reporting to	Head of Service Quality Assurance & Partnerships			
Grade	Grade 7			
Evaluation ref:	RP228	Job ref:	Family	
Role purpose				
<p>The Service Manager Partnerships Manager is responsible for building and managing relationships between different organisations involved children's social care to ensure effective and co-ordinated services for children and families. Developing and implementing joint initiatives, monitoring partnership performance, and promoting collaboration amongst agencies.</p> <p>Leading participation, and engagement activity across children's services for young people and parents to ensure the voices of our service users influence our services and meet their needs.</p> <p>Leading the design, implementation, reporting and monitoring of the Children and Young People's Plan, including regular updates to the ICS Children, Young People and Families Board (ICS CYPF Board).</p> <p>Responsible for the leadership and delivery of a high-quality service, to children in Somerset within our Corporate Parent role and with the aim of ensuring the best outcomes for children and young people.</p> <p>Oversee Somerset SENDIAS service to ensure parents of and children and young people with Special Educational Needs and /or Disabilities receive a consistently good service in line with legislation, policy and guidance.</p>				
Accountabilities				
<p>Service Performance Management</p> <ul style="list-style-type: none"> • Providing subject matter expertise on SENDIAS and Participation and engagement as a Member of Children's services operational group. Progress organisation initiatives and respond to challenges and initiatives locally, regionally, and nationally. • Subject matter expert in relation to SEND, SENDIAS, and Participation and engagement. Undertake representational and communication duties on behalf of children's services and partners to promote and protect the council's interests in these areas. • Ensure the Local authority fulfils its duties with respect to the strategic engagement of service users as specified in the Children and Families Act 2014, through consultation and coproduction. • Oversee the provision of expert Special Educational Needs and Disability advice and support to children, young people, and parents aged 0-25. 				

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- Ensure SENDIAS officers provide intensive support for the service user during legal processes including assistance with preparation, attendance at Tribunal hearings and/or support service users with judicial review.
- Resolve complex and escalated problems relating to SENDIAS or children and young people to ensure a positive resolution is found.
- Encourage the participation of children, young people and parent carers at an individual and strategic level using a range of methods that are appropriate to the needs of the people involved.
- Evaluate service provision through analysis of service user feedback, evidence of impact of service provision on outcomes for children and performance data to ensure performance standards are maintained and developed.
- Develop and deliver improvement plans for the services they manage.
- Manage the Participation and engagement service to fulfil statutory duties in relation to Children Looked After and Care Leavers so that they have access to participation and engagement opportunities.
- Accompany and support children and young people champions to attend strategic platforms to have their voices heard, such as Youth Parliament.
- Design, implement and deliver training packages in collaboration with the principal social worker to ensure a highly skilled, knowledgeable and motivated workforce, including councillors, Members and the corporate parent board.
- Work with children, young people, and other stakeholders to design and write the Children's and Young People Plan, ensuring governance of and reporting on progress of the children and young people plan to the executive.

Service Planning

- Lead on business planning for the statutory Somerset SENDIAS service ensuring effective joint commissioning arrangements are in place to enable the service to meet the SEND Code of Practice and Minimum Standards for IASS.
- Collaborate and co-lead on business planning for the Somerset Children and Young People's Plan (CYPP), ensuring that there is effective delivery plans for priorities identified through the voices of children and young people.

Policy & Practice Development

- Consult with stakeholders including children, parents, operational colleagues, senior leaders, and partners, to collaborate, design, write and implement policies, procedures, and resources so that children understand the work of children's services.
- Promote opportunities for the voices of children and young people in Somerset to influence local and national policy – attendance at youth parliament.
- Manage a team that design and implement resources for children for the ICS CYPP Board.
- Analyse the Participation & Engagement and SCPB performance management systems and internal quality assurance arrangements to ensure delivery and of the Children and Young People's Plan and the Corporate Parent Board strategy.

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- Work with practitioners and partners across Children's services to obtain feedback from children and young people who use services and use this information to inform delivery plans.

Partnerships

- Work with Members (Councillors), senior managers, and operational staff across the council and the wider partnership to ensure that corporate parents are fulfilling their role in line with legal frameworks.
- Build and sustain strong working relationships with other agencies such as Health, Education, voluntary groups, and the police to work effectively to deliver best services for children and their families.
- Lead and role model a culture of high aspiration for children in the care of Somerset Council (SC) and young people as they leave care.
- Challenge partner agencies and SC staff to improve systems and support for children looked after so that vulnerable children in Somerset are protected and have good outcomes.
- Work in partnership with strategic leads for all relevant activities for this service area including the Lead Member for Children, Families and Education, Chair of the Children and Young People's scrutiny committee and the Chair of the multi-agency Somerset Board, as well as local and national bodies pertaining to participation and engagement.
- Lead and chair the Somerset Participation Worker's Network, bringing health, police, the voluntary sector, and SC workers whose responsibility it is to hear the voice of the child together for collaboration and peer support.
- Support the ICS CYPF Board through consultation with children and young people, quarterly reporting of the voice of the child, engagement of children and young people through young people's forums and co-production of ICS CYPF Board reports and resources to ensure the voice of the child and young person is heard and acted upon.

Quality Assurance

- Update the senior leadership team of critical issues in which you are engaged and work together to achieve preferred resolutions.

Service User Involvement

- Manage the Somerset Children in Care Council and Somerset Leaving Care Council groups and staff, UKYP officer, the Somerset Youth Forum, and the Unstoppables staff (including Young Person's Champions) to ensure the views of children influence the SCPB and ICS CYPF Board work and priorities.
- Work with children to ensure the views of children, young people and families influence the ICS CYPF Board work and priorities especially in the co-production of the Somerset Children and Young People's Plan (CYPP)
- Champion children's rights and actively address issues of equality and diversity in the ICS CYPF Board and SCPB's work.

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Audit Management

- Ensures the effective use of resources, managing the allocated budget in accordance with the Council's financial regulations.
- Experience of managing jointly funded initiatives.

Review & Report

- Evaluate the effectiveness of participation and engagement services in Somerset and report quarterly and annually to senior leadership team.
- Evaluate the effectiveness of the SENDIAS service through quarterly performance reviews and provide a report outlining the effectiveness of local arrangements and identifies priority areas for improvement.
- Present SCPB work to other partnership forums (e.g., SSCP Forum, Local Safeguarding Adults Board, Community Safety Partnership, Somerset Board) and work with and across these forums to align and support the integration of priorities across the wider partnership.
- Provide assurance via the delivery of quarterly reports for SENDIAS, Participation & Engagement and the CYPP at Quarterly Performance and Review meetings chaired by Director of Children's services.
- Produce correspondence, statistical, and financial information and reports as required and on behalf of the SCPB.
- Work within statutory inspection frameworks and enable and empower children and young people to participate in inspections by our regulatory bodies.

People Management

- Line management of the SENDIAS service.
- Ensure that the practice in their service meets the minimum standards set out in SEND code of practice and Children and Families Act 2014.
- Promote practitioners' attendance at national workshops, bidding to secure additional funding as opportunities arise, to attend meetings with the Department of Education and other regional and national platforms.
- Manage the participation and engagement service (1 professional officer and other positions graded between 11 – 15 who are young people's champions/apprentices).
- Provide reflective supervision, appraisals, performance management of operational practitioners including employees with specialist knowledge to ensure high quality work with children and young people.
- Provide continuing professional development opportunities to ensure the workforce have the knowledge and skills to deliver high quality, consistent, compliant services.
- Recruitment, retention, performance management and dealing with feedback and complaints.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		

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In-depth understanding of SEND legislation and the Children and Families Act 2014.	x	
Knowledge of the SEND Code of Practice and National standards which the SENDIAS service must meet.	x	
Awareness of local and national SEND policies and initiatives.	x	
Understanding of the educational, health, and care needs of children and young people with SEND.	x	
Knowledge of multi-agency working and partnership development.		x
Familiarity with the local SEND landscape and available resources.		x
Experience		
Experience in managing a SENDIAS service or similar role.	x	
Substantial experience working with children, young people, and families with SEND or social care.	x	
Experience in leading and managing a team.	x	
Experience in preparing and presenting evidence for SEND tribunals and mediation.	x	
Experience in delivering training and workshops.		x
Experience in working within a multi-agency environment..		x
Experience of managing budgets included jointly funded budgets where there are internal and external influences.	x	
Qualifications / Registrations / Certifications		
A relevant degree or professional qualification in education, social work, or a related field.	x	
Professional Qualification in managing teams/leadership.		x
Safeguarding training and qualifications.		x
Evidence of continuous professional development in SEND.		x
Training in mediation or conflict resolution.		x
Skills		
Excellent communication skills, both written and verbal. Demonstrable experience of working with internal and external partners, agencies and stakeholders.	x	
Effective leadership and management skills.	x	

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Ability to build and maintain effective partnerships, engagement and working with communities to shape and improve service delivery.	x	
Effective organisational, project management and time management skills.	x	
Ability to work under pressure and manage competing priorities.	x	
Proficiency in using IT systems and software.		x
Proven problem-solving and decision-making skills.		x

Working Conditions

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

- Somerset Children and Young Peoples Plan.
- Delivery of an effective SENDIAS service that meets the council's statutory duties and functions in line with legislation, policy, and guidance.
- Delivery of an effective county wide participation and engagement service.

Working Arrangements

Some weekend work is required as part of the role.
Blended approach to working – hybrid working available.

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 Services team or teams.

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- Lead 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 and its workforce including the motivation and development of employees within the service teams.
- Ensure that the service places 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 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.