

SEND Casework Officer Applicant Recruitment Pack



Welcome

Hi,

We would like to thank you for your interest in the SEND Casework Officer role within Sefton Council's SEND Team.

This is an important and rewarding opportunity for someone who is passionate about making a meaningful difference to the lives of Families, children and young people with special educational needs and disabilities.

As a SEND Casework Officer, you will play a key part in ensuring that statutory processes run smoothly, communication is clear and supportive, and that children, young people, parents and professionals feel listened to. You will manage a caseload of Education, Health and Care (EHC) needs assessments and plans, ensuring that statutory processes are completed accurately and within required timescales. You will work closely with parents, carers, schools, and professionals across education, health and social care, providing clear communication, support, and guidance throughout the process.

The Job Description and Person Specification for this role are included within the job pack. If you have any questions about the vacancy, please refer to the job pack for the appropriate contact details.

If, when you've finishing reading this pack, you like what you see, and Sefton's Vision and Values align to yours then we can't wait to hear from you.

Best of luck!

Mark Hardwick
Service Manager SEND



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About the Borough of Sefton

Sefton is a confident and well-connected Borough, stretching from Bootle in the south to the coastal resort of Southport in the north. Home to more than 275,000 residents, Sefton encompasses a range of vibrant towns and communities, including Bootle, Litherland, Seaforth, Crosby, Formby, Maghull and Southport.

It is a fantastic place to live and work. As the northern-most Borough within the Liverpool City Region, Sefton offers a unique blend of beautiful coastline, countryside, attractive villages, thriving industrial areas and the busy Port of Liverpool.

With 22 miles of stunning coastline, Sefton is a leading coastal destination with a growing visitor economy. It is home to the iconic Antony Gormley *Another Place* installation, expansive beaches and protected sand dunes that support several rare species.

While each town and village has its own distinctive character, it is the people of Sefton who make the Borough truly special, creating diverse, welcoming and energetic communities in which to live, work, invest and visit.

Alongside its miles of golden sands, Sefton offers those who work here access to a world-renowned racecourse, prestigious golf courses, and National Trust nature reserves, ideal places to unwind, explore and enjoy leisure time.

The Borough benefits from excellent transport links, providing easy access to major North West cities including Liverpool and Manchester, and placing the Lake District and North Wales within reach for weekend breaks.

Whether you prefer vibrant town centres, friendly commuter towns, picturesque villages or stunning rural and coastal locations, Sefton offers a place to suit everyone. With house prices and rents typically lower than in neighbouring Liverpool and Manchester, you can enjoy coastal living while still being close to the buzz of city life.



Our Vision and Values

At Sefton Council, our vision is to deliver high-quality services that make a real difference to the lives of our residents, visitors, and communities. Everything we do is guided by a strong set of values that shape how we work and interact:



- **We put people at the heart of what we do** – ensuring our services are responsive, inclusive, and focused on improving lives.
- **We listen, value, and respect each other's views** – fostering a culture of collaboration and mutual respect.
- **We develop a culture of challenge, ownership, innovation, and improvement** – encouraging creativity and continuous development.
- **We are ambassadors for Sefton** – promoting the Borough positively and proudly representing our communities.
- **We are responsive and efficient** – delivering services that are timely, effective, and customer-focused.
- **We are clear about what we can and cannot do** – being transparent and honest in all our communications and actions.

These values underpin our commitment to excellence, inclusivity, and innovation, ensuring that Sefton remains a great place to live, work, and visit.

Our Successes and Key Projects

Sefton Council is proud of its recent achievements and ongoing commitment to delivering high-quality services. Our Adult Social Care services were recently graded Good by the Care Quality Commission (CQC), and our Children's Services also



achieved a Good rating from Ofsted. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement.

Alongside these achievements, Sefton Council is actively delivering a range of major capital projects that will transform the Borough and stimulate economic growth. These include the Marine Lake Events Centre in Southport, the Strand Shopping Centre redevelopment in Bootle, and exciting developments such as the Cove Resort and Enterprise Arcade in Southport. We are also proud to support cultural and community initiatives like Salt and Tar, Bootle's vibrant events space, which hosts live music, comedy, and family-friendly activities, bringing people together and boosting the local economy.

These projects form part of our strategic investment programme to attract private sector-led development and create vibrant spaces for residents and visitors. We work closely with local communities to ensure these projects reflect their needs and foster a sense of ownership and pride.

For more information on these projects and to stay updated on progress, visit the Sefton Council website at www.sefton.gov.uk

An Inclusive Workplace

We are committed to fostering an inclusive Council that reflects the diverse communities we serve. Our workforce brings a wide range of experiences and perspectives, and we value an environment where everyone feels respected, supported, and able to reach their full potential.

Sefton is proud to be the first local authority in the Liverpool City Region to achieve **Navajo** accreditation, recognising our commitment to LGBTQ+ inclusion. We are also a Disability Confident employer and continue to build a workforce that represents our communities.

We support several staff networks, including groups for Black and Ethnically Diverse colleagues, LGBTQ+ staff, women, disabled employees, and a Christian Workplace Group.

As an Equal Opportunities Employer, we base recruitment solely on skills, experience, and suitability for the role. All applicants are treated fairly, and we have also recognised 'care experienced' as a protected characteristic within Sefton.



For more information, please refer to our [Equality, Diversity and Inclusion Strategy](#)

Liverpool City Region Fair Employment Charter



Sefton Council is proud to support the Liverpool City Region Combined Authority Fair Employment Charter, an initiative that promotes fair, healthy, inclusive, and just workplaces across the region. The Charter celebrates good employers and encourages the highest standards in employment practice, including fair pay, secure work, opportunities for progression,

strong employee voice, and a commitment to staff wellbeing. By aligning with the Charter, we demonstrate our dedication to providing a fair day's pay for a fair day's work and to fostering an equitable and supportive working environment for all colleagues.

What We Can Offer You

- A supportive and collaborative working environment.
- An agile approach to working.
- Opportunities for professional development and career progression.
- A role where your work makes a real difference across the organisation.
- Flexible working arrangements supporting work-life balance.
- A strong commitment to equality, diversity, and inclusion.

You will benefit from a comprehensive local government employment package which includes the following:



- Competitive salary in line with NJC Local Government Pay Scales.
- Membership of the Local Government Pension Scheme (LGPS), providing a secure, defined benefit pension with employer contributions.

Annual Leave and Work-Life Balance

- Generous annual leave entitlement, 28 days annual leave rising to 33 days with 5 years continuous service.
- Additional public (bank) holidays.
- Flexible working options to support a healthy work-life balance, subject to service needs.
- Option to purchase additional annual leave.

Learning, Development and Career Progression

- A comprehensive induction programme.
- Access to a wide range of training, apprenticeships, learning, and development opportunities.
- Support for professional development and role related qualifications.
- Opportunities to develop your career within a large and diverse local authority.

Health, Wellbeing and Support

- Enhanced sick pay scheme.
- Employee wellbeing initiatives and access to occupational health support.
- Policies that promote physical and mental wellbeing in the workplace.

Family-Friendly and Inclusive Policies

Our family-friendly policies and flexible working arrangements help staff maintain a healthy work-life balance.

- Family friendly policies, including enhanced maternity, paternity, adoption, neonatal care and special leave to support with time off work to deal with issues when life events happen.
- A strong organisational commitment to equality, diversity, and inclusion.
- Reasonable adjustments and support to enable disabled employees to thrive.



Foster Friendly Employer Commitment

Sefton Council is proud to be a *Foster Friendly* organisation as recognised by The Fostering Network. We actively support employees who are foster carers or who are applying to foster by offering flexible working arrangements, paid time off for fostering-related meetings and training, and a workplace culture that recognises the vital role foster carers play in our communities.

This commitment helps ensure carers can balance fostering responsibilities alongside career, and reflects our dedication to supporting children, families, and those who care for them.

Additional Benefits

- Access to salary sacrifice and employee benefit schemes (where applicable).
- Opportunities to contribute to meaningful work that supports local communities.
- A supportive, values led organisational culture.
- Free parking at office bases (dependent upon the work location).

About the Role

Working as a SEN Casework Officer some of your responsibilities will include the following:

To work as a member of the SEN team to ensure the statutory requirements currently relating to the assessment of children with SEN are met within the current Performance Indicators including:

- Processing of requests for Statutory Assessments.
- Preparation & circulation of letters to parents & professionals.
- Requesting & tracking provision of advice.
- Preparation of EHC plans.
- To ensure that parents & young people are fully involved in drawing up EHC plans, and in reviews and assessments.
- To work in partnership with parents & other service users to ensure that the need for mediation, tribunal and dispute resolution procedures is kept to a minimum.



This is a rare opportunity to join a positive, supportive and forward-thinking team who are committed to ensuring that quality services are provided to our children and young people with SEND.

Are you the excellent candidate that we are looking for with the skills and knowledge we need to make a difference to young people's lives?



Top Tips on How to Apply

Submitting a strong application gives you the best chance of progressing to the next stage of the recruitment process. The following guidance applies to all roles and will help you prepare a clear, compelling application:

1. Read the Job Description and Person Specification Thoroughly

- Make sure you understand the key duties, expectations, and essential criteria.
- Use the person specification as your guide when writing your application.

2. Provide Clear Evidence of Your Skills and Experience

- Show *how* you meet the criteria using specific, real examples.
- Consider using the **STAR method** (Situation, Task, Action, Result) to structure your responses.

3. Tailor Your Application

- Avoid generic statements. Focus on experience that directly relates to the role you are applying for.
- Demonstrate how your strengths align with the organisation's values and priorities.

4. Highlight Your Achievements

- Include examples of work you are proud of or significant contributions you have made in previous roles.
- Emphasise impact – improvements, efficiencies, positive outcomes, or innovations.

5. Be Clear About Qualifications and Training

- List all relevant qualifications and professional training, including dates and awarding bodies.
- If you are working towards a qualification, include expected completion dates.

6. Showcase Transferable Skills

- Skills such as communication, teamwork, problem-solving, digital literacy, and organisation are valuable across all roles.



- Provide examples that demonstrate these effectively.

7. Check Your Application Carefully

- Review your responses for clarity, spelling, and completeness.
- Ensure all sections of the application form have been filled in fully.

8. Submit Your Application Before the Deadline

- Note the closing date and allow plenty of time to prepare your application.
- Late submissions usually cannot be considered.

9. Prepare for Potential Next Steps

- If shortlisted, you may be invited to an interview, assessment task, or presentation.
- Be ready to discuss your experience, approach to work, and examples of how you meet the role's requirements.

Application and Selection Information

The closing date for this vacancy is **Wednesday 15th April 2026** (or earlier in the event of high volume of applications being received).

Provisional interview dates are **Thursday, 30th April 2026**.

We are an Equal Opportunities Employer; all candidates will receive equal treatment. Our decision to appoint will be based upon whether an individual's skills, experience, qualifications, and abilities make them the most suitable candidate for the role.

All disabled and care experienced applicants will be offered an interview where they meet all essential criteria on the person specification.

Please ensure that you meet all the essential criteria outlined in the person specification before submitting your application. Only applicants who demonstrate that they meet all essential criteria will be considered and invited to interview.



Appendix A – Job Description and Person Specification

Post: SEND Casework Officer

Directorate:	Children's Services
Location:	Magdalen House, Bootle, L20 3NJ
Division:	SEND
Post:	SEND Casework Officer
Grade:	Grade J SCP 36-39
Reporting to:	Senior SEND Casework Officer

Purpose of the Role

- To contribute to the processing of statutory annual reviews of EHC plans for children and young people in accordance with the Children and Families Act 2014 and Special Educational Needs Code of Practice 2015.
- To support Senior Casework Officer and SEND Service Manager in planning, delivering and monitoring the statutory assessment processes to ensure that Sefton pupils with SEND make good progress and that available resources are used effectively and efficiently.
- To fulfil the requirements for the statutory assessment and monitoring of pupils with special educational needs arising from the Children and Families Act 2014 and operational delivery of statutory services within SEN and inclusion functions.
- To ensure that SEN and inclusion services are delivered in line with the principles set out in clause 19 of the Children and Families Act 2014 with children, young people and their parents being supported to participate as fully as possible.

MAIN DUTIES

1. To deliver dynamic outcomes led generic statutory assessment service to an allocation of service users.
2. To act as the lead officer for casework in respect of Annual Reviews for all children and young people.
3. To work as a member of a team to ensure the KPIs identified within the Sefton Improvement Plan are delivered.
4. To ensure that parents and young people are fully involved in the Annual Reviews of their EHC plans.



5. To recognise the wide range of emotions that having a child with special needs may generate and ensure that the anxieties of parents/carers and other service users are supported effectively.
6. To work in partnership with parents and other service users to ensure that the need for mediation, tribunal and dispute resolution procedures is kept to a minimum.
7. To support the Senior Casework Officer and SEND Service Manager in preparing the papers for tribunal and formal mediation - and to deputise in the presentation of the authority's case, if required.
8. To take responsibility for arranging placements, where the outcome of the review is that the child's needs would best be met in a Sefton resourced or special school.
9. To attend panels, as required.
10. To ensure that parents and young people are active participants in planning and reviewing the local offer.
11. To supply data collated from individual assessments to inform the provision planning process.
12. To deal with any requests under the Freedom of Information Act, as directed by Senior Casework Officer and SEND Service Manager To advise and contribute to planning processes within Education Excellence.

Any other duties as may be commensurate with the grading of the post as may be required.

SPECIAL CONDITIONS

The working week consists of 36 hours per week and a flexitime scheme is in operation.

Casual car user's allowance as the post you are applying for will involve some travel, mainly throughout Sefton.

The post is often customer facing therefore you must have the ability to fulfil all spoken aspects of the role with confidence through the medium of English.

The post you are applying for is exempt from the Rehabilitation of Offenders Act 1974 and therefore you are required to declare any convictions, cautions, reprimands and final warnings that are not 'protected' (i.e., filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013.

For further information, please refer to DBS filtering guidance at www.gov.uk/dbs.



GENERAL REQUIREMENTS

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff have a duty to take care of their own health & safety and that of others who may be affected by your actions at work. Staff must co-operate with employers and co-workers to help everyone meet their legal requirements.

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

Since confidential information is involved with the duties of this post, the postholder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

The appointed person will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

The appointed person will be expected to undertake, and participate in training, coaching and development activities, as appropriate to the role.

Note: Where the postholder is disabled, every reasonable effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

PERSON SPECIFICATION

Personal Attributes Required	Essential (E) Or Desirable (D)	Method of Assessment
<u>QUALIFICATIONS/TRAINING</u>		
Education to degree level or equivalent qualification in field relevant to the post	E	AF/I
Evidence of further study in the fields of education or social care	D	AF/I
A professional qualification relevant to this post, e.g. qualified teacher status	D	AF/I
Evidence of continued professional development	E	AF/I
Accredited training in ICT	D	AF/I
<u>EXPERIENCE</u>		
Experience of working in local government, education settings or the voluntary sector with individuals, groups and organisations.	E	AF/I
Able to understand and process information relating to children's special educational needs	E	AF/I
Administrative experience which evidences enhanced skills of collating and analysing information and report writing	E	AF/I
Experience of work in Special Educational Needs	E	AF/I
Understanding of local and national developments in SEN	E	AF/I
Knowledge of current legislation and guidance relating to SEN, including the Children and Families Act 2014 and the Special Educational Needs Code of Practice 2015	E	AF/I
Experience of multi-agency working	D	AF/I
Experience of working with special needs pupils in an educational setting	D	AF/I
Experience of, and commitment to, applying a model of strength to issues affecting children, young people and their families	E	AF/I
Experience of advising and negotiating and mediation work	E	AF/I
<u>SKILLS, KNOWLEDGE and APTITUDES</u>		
Formal report writing skills	E	AF/I
Excellent organisational skills	E	AF/I



Able to prioritise tasks and work to prescribed time scales	E	AF/I
A flexible approach to working within a team	E	AF/I
Attention to detail	E	AF/I
Excellent communication skills (both oral and written) with an ability to relate well to a wide range of people including children and young people, parents, teachers, head teachers, local authority colleagues and professionals from other agencies	E	AF/I
Able to understand and communicate complex information relating to children's special educational needs	E	AF/I
Good office ICT skills, using Word, Excel and Microsoft Outlook	E	AF/I
Good telephone manner	E	AF/I
Able to multi — task	E	AF/I
Able to communicate with people at a range of levels	E	AF/I
Able to work with minimum supervision	E	AF/I
Able to influence, motivate and organise others in the delivery of services	E	AF/I
Able to remain calm and positive in emotionally charged situations	E	AF/I
Conscientious, determined, highly motivated to improve outcomes for children, families and young people	E	AF/I
Professional integrity, open and honest & Resilient	E	AF/I
Able to focus energy on what really makes a difference	E	AF/I
Able to work across professional groups by demonstrating a commitment to team work by collaborating with colleagues across SEN and inclusion services and the wider community in delivering outcomes for children	E	AF/I
SPECIAL REQUIREMENTS		
Fluent in spoken English	E	AF/I
Able to fulfil the travelling requirements of the post	E	AF/I
Enhanced disclosure (DBS)	E	AF/I

Assessment Methods

AF: Application Form

I: Interview

C: Certificates

Prepared by: Mark Hardwick

Date: 1st April 2026

