



Job description			
<b>Job title</b>	SEND Team Manager		
<b>Grade</b>	Pay Band Q		
<b>Directorate</b>	Children's Services		
<b>Service/team</b>	Inclusion		
<b>Accountable to</b>	Service Manager Inclusion (SEND)		
<b>Responsible for</b>	SEND Team		
<b>JE Reference</b>		<b>Date Reviewed</b>	June 2025

## Purpose of the Job

To provide strong operational leadership and effective management of all statutory SEND functions relating to Education, Health and Care (EHC) needs assessments, EHC plans and reviews, as well as disagreement resolution, and placement planning. The postholder will hold line management responsibility for the SEND Team, ensuring full legal compliance, consistently high-quality practice, and improved outcomes for children and young people with SEND. They will embed coproduction and the voice of children, young people and families across the EHC pathway, working collaboratively with families, educational settings and partner agencies to deliver a coordinated and person centred approach.

## Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

### 1. Statutory Compliance and Quality Assurance

- Ensure all statutory SEND processes are completed within required timescales and in a consistently person centred manner.
- Oversee the production of high quality, legally compliant EHC Plans that promote improved outcomes for children and young people.
- Lead continuous improvement activity across statutory SEND functions, working proactively with internal teams and external partners.



## **2. Leadership, Management and Team Development**

- Provide effective line management to Senior SEND Caseworkers, ensuring the implementation of robust systems for case allocation, casework management and professional collaboration.
- Conduct regular team meetings, promoting Knowsley Council's core values and embedding the Better Together Approach in all aspects of service delivery.
- Develop, deliver and coordinate training and development opportunities for SEND staff, wider council services and external partners, ensuring a shared understanding of statutory SEND responsibilities.
- Deputise for senior managers when required.
- Ensure appropriate staffing levels and skills mix to meet statutory and service demands.
- Lead recruitment, selection and induction of new staff.
- Manage performance concerns and capability procedures where required.
- Support succession planning and talent development within the

## **3. Partnership Working and Multi-Agency Coordination**

- Work collaboratively with families, educational settings, health services and other partner agencies to ensure coordinated and person-centred support.
- Play a key role in planning SEND placement sufficiency alongside senior officers and sufficiency leads, ensuring the local area can meet current and future demand. Work closely with families and partners to resolve disagreements at the earliest opportunity, and provide operational oversight of mediation and tribunal processes, ensuring staff are well prepared and supported.

## **4. Performance, Data Management and Reporting**

- Oversee the completion of statutory data returns, information requests and performance reports within the area of responsibility.
- Maintain oversight of data quality and use performance information to support service improvement.
- Contribute to Ofsted/CQC inspection readiness by supporting the preparation of service evidence, case examples and quality-assured practice information

## **5. Financial and Resource Management**

- Lead the operational delivery of SEND top-up funding processes, managing and supporting the SEND Finance Officer.
- Contribute to ongoing development and refinement of SEND funding systems.
- Oversee robust processes for commissioning provision and placements, ensuring fair, transparent decision-making and the application of best-value principles.

## **6. Other Professional Responsibilities**

- Undertake any additional duties within the scope of the role, as reasonably required by the Service Manager or Head of Service.

## **7. Staff Wellbeing, Support and Culture**



- Promote a positive, inclusive, and supportive team culture where staff feel valued and empowered.
- Champion wellbeing initiatives and proactively identify staff support needs, including stress management and workload monitoring.
- Conduct regular 1:1 supervision, reflective practice sessions, and wellbeing check-ins.
- Encourage healthy working practices, work–life balance, and safe caseload levels.
- Foster an environment that supports continuous learning, psychological safety, and professional curiosity.

## **8. Governance, Risk and Compliance**

- Identify, assess and escalate operational risks, ensuring mitigation plans are in place.
- Ensure compliance with internal policies, audit recommendations, inspection frameworks and statutory duties.
- Maintain accurate, timely and secure record-keeping and ensure staff adhere to GDPR and information governance standards.
- Promote safe working practices and ensure team compliance with safeguarding procedures.

## **9. Service Improvement and Change Management**

- Contribute to improvement projects.
- Drive innovation in service delivery and embed new ways of working.
- Use feedback from families, partners and staff to identify improvement areas.
- Monitor the impact of improvement activities and adjust approaches where needed.

## **10. Communication, Engagement and Representation**

- Ensure that co-production and meaningful engagement with children, young people and families inform decision-making and service development.
- Promote clear, compassionate and timely communication with families, modelling best practice and ensuring that all staff uphold these standards.
- Communicate service priorities, updates and expectations clearly and consistently.
- Act as the key point of escalation for complex cases and sensitive issues.
- Represent the service at internal and external meetings and panels.
- Ensure that the voice of children, young people and families is central to decision making.

## **11. Operational Oversight and Business Continuity**

- Ensure business continuity plans are understood and implemented across the team.
- Manage workflow, allocation, and demand to maintain efficient service delivery.
- Monitor team performance and ensure robust quality assurance systems are consistently applied.
- Respond to emerging issues, incidents or service pressures in a timely and organised manner.

## **12. Corporate Parenting**

- As part of your role with the Council, you share a collective responsibility to support and



champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.

## Knowsley Better Together – Staff Qualities



## Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

## Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.