

Job description

Directorate:	Families and Wellbeing
Department:	Education Department
Team:	SEND Information Advice and Support (IAS) Service
Job title:	Team Manager - SEND IAS Service
Grade:	Grade 9
Hours of work:	37 hours per week
Location:	Sandy Lane Children's Centre, Sandy Lane, Orford, WA2 9HY
Post type:	This post has been assessed as a front line worker and there is a requirement for the post-holder to be based within a Council building identified above. There are limited opportunities for working from home.
Directly responsible to:	Designated Social Care Officer

Directly responsible for:

- Leading and managing SEND IAS Service Support Staff
- Oversight of the SEND IAS Service so that it is compliant with the legal framework for operating the service and the national minimum standards
- Oversight and management of the SEND IAS Service budget and resources.

Primary purpose and scope of the job:

1. To lead and manage the SEND IAS Service within Warrington so that children, young people and their families benefit from impartial information, advice and guidance and effective support.
2. To ensure that the SEND IAS Service is delivered in line with the National Minimum Standards for the Service and National Advocacy Standards.
3. To ensure that parents and carers and young people benefit from high quality impartial information, advice and guidance and support about their legal rights and entitlements to services in line with the SEND Code of Practice and emerging Case Law.
4. To provide high quality advice guidance and targeted support which helps parents/carers and young people to navigate the SEND system in Warrington.

KEY TASKS AND ACCOUNTABILITIES:

1. To lead and manage the SEND IAS Service so that it is compliant with the National Minimum Standards set out by the Council for Disabled Children and impartial from commissioners and providers working in education, health and social care.
2. To ensure that parents of children and young people with SEND, who live in Warrington, are informed about the availability of the SEND IAS Service and how to access this service.
3. To ensure that information, advice and guidance is impartial, comprehensive, and sensitive to the individual needs, culture and access requirements of those parents.
4. To ensure that frontline staff, managers and senior leaders working with SEND families in Warrington across the Council, health commissioners and providers, settings, schools and colleges and children's and adult social care have clear information about the SEND IAS Service.
5. To develop, manage and promote the work of the SENDIASS Service, in order to promote a shared understanding of the effectiveness of local arrangements, gaps in services and non-compliance with the legal framework so that leaders and managers have the intelligence they need to improve Warrington's services for children and young people with SEND.
6. To encourage effective and positive partnerships between parents, schools, Councils and other services.
7. To provide high quality impartial information, advice and guidance to parents/carers to enable them to make informed decisions and choices.
8. To provide targeted and time-limited support to families to navigate the SEND system, including providers complaints procedures, as well as the mediation and tribunal process.
9. To support young people and parents in understanding and interpreting the law and statutory guidance and applying it to their own situation.
10. To support young people and parents to attend a variety of professional and multi-agency meetings, contribute to assessments and reviews so that they are able to participate meaningfully in decisions which will affect their lives.
11. To support young people and parents to resolve disagreements with the Council and other organisations working in Warrington providing services to children and young people with SEND, including navigating their complaints procedures and means of redress.
12. To support children, young people and parents with regards to early disagreement resolution meetings including mediation and tribunals. This may include representation during a mediation meeting or tribunal hearing if the parent or young person is unable to do so.

13. To provide advocacy support for individual children, young people, and parents that they are able to express their views and wishes and exercise their legal rights.
14. To recruit, train and supervise a small team of SEND IAS Service Caseworkers so that the service is effective in support young people and parents/carers and complaint with national and local policies.
15. To oversee the marketing and promotion of the service, including communication products, an independent website and telephone line, so that families know about the service and where to go for help and support.
16. To oversee the use of the information management system so that there are accurate records of the service's involvement with children, young people and their parents/carers.
17. To oversee the performance of the service, providing regular performance management reports to managers and senior leaders so that they are able to address key issues in the SEND system.
18. To oversee the annual business planning and evaluation of the SENDIASS Service, and for maintaining and monitoring relevant performance indicators, in line with other regional and national SENDIASS Service.
19. To provide an annual report on the service, including the experiences of the service users, so that managers, senior leaders and the SEND Partnership Board have a shared understanding of the effectiveness of the arrangements in Warrington which support children and young people with SEND.
20. To ensure that there is an effective governance arrangements in place for the Service, including termly governance meetings to inform the development of local SEND policy and practice.
21. To maintain close working with the North-West SENDIASS Consortium, Greater Merseyside SENDIASS Group, National SENDIASS Network and the National Association of SENDIASS Services, by being an active member of these groups.
22. To be responsible for the management of the SENDIASS Service budget.
23. To identify service and resource needs, enabling a flexible service that can be delivered to meet local needs.
24. To establish and develop a training programme for school staff, governors, parents and other services in order to promote information sharing and the development of effective links between partners.
25. To participate in appropriate on-going training and development to enable the service to be delivered effectively.

26. To undertake any additional duties as are reasonably commensurate with the grade of the post.

Date Job Description Prepared/Revised:

Updated By: Jeannette Harvey

Date: 12th February 2026

REVIEW ARRANGEMENTS:

The details contained in this Job Description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this Job Description from time to time and will consult with the post-holder at the appropriate time.