

Person Specification

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.

EXPERIENCE

- Experience of inter-agency working and managing positive working relationships across departmental and organisational boundaries, including front line workers, managers, directors and elected members (E) **A, I**
- Significant experience of working in Local Government, Public Services and of managing a SEND IASS service (D) **A, I**
- Significant experience of strategic service planning and review of operational services to ensure that services operate within their legal framework (E) **A, I**
- Significant experience of supporting parents with a child or a young person with SEND and providing advice and guidance in line with the legal frameworks (E) **A, I**
- Significant experience of resolving contentious queries and managing dispute resolution processes for the benefit of children, young people and their families (E)
- Experience of performance managing operational services (E) **A, I**
- Experience of managing budgets and ensuring value for money (E)
- Experience of managing, developing and supervising staff (E) **A,I**

SKILLS AND ABILITIES

- Ability to supervise and motivate staff in a results driven service (E) **A, I**
- Evidence of analytical and research skills (E) **A, I**
- Demonstrate ability to work under pressure and achieve deadlines (E) **A, I**
- Evidence of influencing, negotiating and persuasive skills (E) **A, I**
- Good communication and listening skills (E) **A, I**

- Ability to provide effective scrutiny and challenge to managers and leaders so that statutory services are delivered in line with the legal frameworks (E) **A, I**
- Ability to de-escalate potential points of conflict and mediate between two parties to reach an amicable situation (E) **A, I**
- Ability to operate IT systems to facilitate efficient service delivery (E) **A, I**
- Evidence of management of people (D) **A, I**
- Evidence of skills in budget management (E) **A, I**
- Ability to write and present reports to a range of audiences (E) **A, I**
- Effective presentation skills (E) **A**

KNOWLEDGE, EDUCATION & QUALIFICATIONS

- Degree level qualification; or evidence of other qualifications e.g. NVQ Level 4; or able to demonstrate an equivalent level of experience (E) **A,C**
- Evidence of the pursuit of higher level qualifications, including A' Levels or a degree in a related field such as education, specialist health services or social work (D)
- Evidence of advocacy or IAG qualifications (D)
- Knowledge of Value for Money principles (D) **A,I**
- Demonstrate an advanced level of knowledge of the SEND legal framework including the Children and Families Act 2014, the SEND Code of Practice 2015 and emerging case law and the impact of practice (E), **A, I**
- Demonstrate a good knowledge of performance and quality assurances systems (E), **I, A**
- Evidence of a commitment to continuous and relevant professional development throughout your career (E)
- Detailed knowledge of the statutory requirements set out in the Children and Families Act 2014, the SEND Code of Practice and National Minimum Standards for SEND IASS services (E)
- Working knowledge of the GDPR 2018 and confidentiality (E)
- Working knowledge of the national, regional and local transformational change agendas for SEND practice (E) **A,I**

OTHER REQUIREMENTS

- Full, clean driving licence or the ability to move in and around the borough to visits providers as required to undertake due diligence checks. (D) **A,C**
- Be a self-starter with resilience and determination (E), **A, I**
- Be able to think and act independently whilst working on multiple projects, (E), **A, I**
- Have a strong commitment to continuous improvement and development (E), **A, I**
- Available to work to a variety of work patterns. (E) **A,I**

- Ability to build and maintain positive working relationships with professionals across education, health and social care (E) **A, I, T**
- 37 hours per week, pattern of work to be agreed with line manager on commencement.

COMMITMENT TO EQUAL OPPORTUNITIES

- Ability to understand and demonstrate commitment to equality and diversity, particularly with reference to access to services for vulnerable groups. (E) **A, I**
- Commitment to the promotion of Equal Opportunities policies. (E) **A, I**

COMMITMENT TO SERVICE DELIVERY/CUSTOMER CARE

- Commitment to the empowerment of service users to influence service design and delivery (E) **A, I**
- Appreciation of the people-based concept of customer care. (E) **A, I**

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.