**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Head of SEND Services for Children and Young People |
| **Job Reference** | 17508 |
| **Grade and Salary** | Senior Manager (SM) - £70,086 per annum (pro rata for part time)This role includes performance related pay progression |
| **Service and Team** | Inclusion Service, Special educational needs and disabilities (SEND) |
| **Location** | Based at Endeavour House, Ipswich, IP1 2BX with a requirement for frequent travel across the county - Hybrid |
| **Hours per week** | 37 |
| **Status** | **Permanent** |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Term time working (including partial term-time working)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Organisational Context**  |

The responsibility of the Children and Young People’s Directorate (CYP) is to ensure the safety, well-being and learning of children and young people. To do so we need to “make every intervention count” to create impact and bring about sustainable change for children, young people and their families where need is identified. We are determined to continuously improve our services by working in partnership to ensure that our work is high quality and effective.

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| **Main purpose of the job** |

As a Senior Manager in Children and Young People’s Services, you will be leading commissioning of outcomes for children, young people and families and responsible for significant efficiency improvements across the Directorate. Commissioning will include internal and external services and leading the way for the Directorate and the most senior officers in partner organisations.

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| **Typical responsibilities of a role at this level** |

1. **Commissioning by influence** – using influence, relationship building, partnerships and other levers to improve outcomes.  Stakeholders to influence will be very senior officers (up to CE level) or politicians.
2. **Systems leadership** – operating on both the *balcony* and the *dance floor*.  Leading through a strong vision, motivation, empathy and articulation of the future that grabs colleagues, partners, providers and families, and also dealing with the detail of service delivery where necessary.
3. **Commissioning for outcomes** – dogged focus on achieving better outcomes for children and families, with no assumption of services or providers.  Leading on a portfolio of outcomes or populations that you commission.
4. **Creative design** – systems thinking, entrepreneurial thinking, and testing and applying radical new concepts and models to improve efficiency and effectiveness, e.g. behavioural economics.  Working with frontline staff and new users to innovate.  Problem solving using both technical and adaptive methods.
5. **Staff management and development** – Create a learning culture and embody by continuing to self-develop and adapting to new challenges and roles.  Manage staff resources and take responsibility for workforce planning, selection, recruitment, supervision, disciplinary and grievance processes and training and development.
6. **Project and programme management** – use project and programme management tools to manage commissioning and change, being flexible and applying to dynamic situations.
7. **Engage** – ensuring that we understand and empower children, young people and families through co-design, co-production, co-monitoring and building resilient communities.
8. **Commissioning strategies** – short and long term planning, including analysis of outcomes, needs, resources and services, planning to optimise resources (money, workforce, capital, users, communities) and putting in place efficient, effective and sustainable outcome improvement with partners.  Understand the impact of services on protected characteristics described in the Equalities Act.
9. **Commercial skills** – clear specifications and proxy-outcome targets, procurement, performance and contract management, negotiation, budget management to SCC policies, transformation and market management.
10. **Intelligence** – triangulating data, professional experience and user insight to identify trends, analyse needs, model services, show how the real world works for the *understand* phase of commissioning, and make balanced judgements.

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| **Autonomy** |

The commissioner will:

* Have a high level of autonomy in relation to service management, resource allocation and decision making.
* Report directly to the Assistant Director.
* Have a high level of autonomy and decision making in line with the County Council’s established policies and strategic direction.
* Take responsibility for managing and responding to safeguarding and risk issues.
* Respond to unanticipated problems and support team members with change.

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| **About the team**  |

As the Head of SEND Services for Children and Young People you will be a senior leader within the Inclusion Service, deputising for the Assistant Director for Inclusion and Skills when appropriate. You will have significant autonomy in the management and oversight of all child and family facing services. This includes our innovative SEND Assessment Centre programme; assessment of need for education, health and care plans and support for families and learners once a plan is in place, including annual review and updating plans; management of exclusions; admissions to specialist settings and ensuring outcomes for children with education, health and care plans are effectively monitored and that children make good progress and are suitably prepared to take the important steps to prepare for and move into adulthood.

You will work closely with our provider relationships and commissioning team to ensure that as a service we can secure the right specialist provision at the right quality for the needs of the children for which you are responsible.

You will also be expected to work closely with service users to actively involve parents and carers, children and young people in the development and procurement of services and to take a lead role in the development and implementation of the Council’s SEND Strategy and implementation programme.

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| **What you will be expected to deliver in the role** |

* Lead the development and delivery of SEND casework and assessment services for children and young people, working in close partnership with health and care leads and family representatives to ensure a high quality and efficient service for all.
* Lead the development of a strong performance led culture ensuring the efficient and effective use of resources available and using data to inform further improvement and evidence-based quality improvement.
* Lead the development and delivery of key aspects of the SEND Strategy 2017-2020, in particular in relation to the SEND Journey and Moving into Adulthood.
* Allocate resource and monitor expenditure in relation to specialist services and provision as required by the AD Inclusion and manage agreed budgets, including deputising for the AD in making placement decisions.
* Line management responsibility for the SEND Family Services and Assessment and Progress functions.
* Work closely and effectively with SEND services lead commissioners to inform the development of the Suffolk local offer across education, health and care, in particular in the use of casework information to inform current and future sufficiency planning.
* Ensure the LA meets its statutory responsibilities in relation to children with SEND and those who are excluded from school.
* Build strong and effective partnerships with schools, settings and family representatives to develop our local offer, support prevention and early intervention and provide challenge and support to ensure the needs of vulnerable learners are met.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Suitable professional qualification at post graduate level or equivalent experience at seasoned professional level in a relevant area of work.
2. Evidence of continuing professional development in a commissioning or similar role.
3. Commissioning or Management Qualification. (Desirable)

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.
7. Committed to listening to children, young people and families and to working collaboratively with them to design, deliver and monitor services.
8. Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.
9. Combination of commercial, systems thinking and entrepreneurial approach. (Desirable)

**Specialist knowledge skills and experience**

1. Comprehensive understanding of legislation, guidance and national policy framework relevant to role for commissioning of services.
2. Understanding of outcomes and commissioning outcomes.
3. Experience of successfully undertaking change management.
4. Understanding in using evidence based models of intervention.
5. Understanding of the significance of diversity in ensuring equality in service provision.
6. High level planning skills to ensure milestones and deadlines are met.
7. Practical application and knowledge of data protection and information sharing in the workplace.
8. Ability to analyse quantitative and qualitative data to give insight and drive needs analysis and strategic commissioning decisions, relating data to the real world.
9. Problem solving using a combination of adaptive and technical approaches.
10. Financial understanding and management of resources.
11. Proven leadership qualities and interpersonal skills.
12. Able to operate at both a strategic and operational level
13. To represent the service at a strategic level.
14. Commissioning by influence – ability to influence, persuade and encourage staff, providers and colleagues.
15. Ability to clearly articulate a strategic vision, sense of direction and management expectations to motivate staff and providers.
16. Proven ability to work collaboratively with a management team and with colleagues from a wide range of professional disciplines, both within SCC and in partner organisations.
17. Encourage a learning environment and demonstrate through self-development.
18. Ability to provide written material through reports and correspondence clearly and coherently, including developing Commissioning Strategies.
19. Ability to present written material to a range of audiences.
20. Ability to elicit, evaluate and take account of a wide range of views including those of children and young people.
21. Negotiation, innovation and creativity.
22. Effectively chair meetings.
23. Excellent IT skills.
24. Ability to work under pressure.
25. Standards of numeracy that enable an understanding and effective management of financial resources and to work with statistical information.
26. Standards of literacy enabling the ability to understand and critically analyse complex written material.
27. Ability to solve complex problems, leading collaborative working with colleagues and partners.
28. Substantial and proven experience in successfully commissioning services or outcomes in the public sector.
29. Proven success in service improvement and effective performance management.
30. Proven experience of effective resource management.
31. Managing budgets.
32. Proven experience of ability to adopt a collaborative approach through effective partnership working.
33. Ability to assess and manage risk, set clear priorities and manage competing demands.
34. Combination of commercial, systems thinking and entrepreneurial approach. (Desirable)
35. Knowledge of associated agencies and their working practices. (Desirable)
36. Project and / or Programme Management training. (Desirable)
37. Experience of leading transformations. (Desirable)
38. Understanding of performance and quality standards required in children’s services. (Desirable)
39. Understanding of approach and conduct when working within a political environment. (Desirable)
40. Knowledge of safeguarding practice and procedures. (Desirable)
41. Experience of children’s services, local government, health, justice, education, private and voluntary sector. (Desirable)

**Additional requirements**

1. To work in a variety of locations, including rural areas if required by the post.
2. A DBS check will be undertaken for the successful candidate.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

You may need to operate across a wide and rural area, so it would be beneficial for you to either hold a full and current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.