Sutton Information Advice and Support Service (SIASS) Team Manager

Full time: 37 Hours per Week

**Salary: Cognus Band 3, starting salary £38,831.79 (1 FTE)**

Location: Cognus Office, First Floor, Cantium House, Wallington, SM6 0DZ

**JOB SUMMARY**

To manage a team of staff who provide Sutton’s statutory SENDIASS service in line with National Minimum Standards.

SIASS provides free, confidential, impartial, and accessible information, advice and support for parents and carers of children and young people (aged 0 to 25) with special educational needs and disabilities (SEND), and young people with SEND themselves, in the London Borough of Sutton

We are a statutory service and exist to ensure families of people with SEND and young people themselves have the information, advice, and support they need to navigate the SEND system and make informed choices about Education, Health, and Social Care, and successfully express their views. Our goal is to provide the right information, advice, and support, at the right time, so that every child with SEND in Sutton can thrive in education and life. More information about the service can be found on our website, [www.siass.co.uk](http://www.siass.co.uk).

Together with SENDIASS case work skills as below and outlined in the job description, we are looking for an individual with supervision or line management experience or ability to develop these skills through induction, as well as strong organisational and analytical skills.

We are looking for an individual with a good understanding of SEND law such as the Children and Families Act 2014, Equality Act 2010, the SEND Code of Practice and national policy and statutory guidance as well as the ability to challenge non-compliance to SEND law/guidance, and exceptional multi-tasking and problem-solving skills. We pride ourselves on offering compassionate, professional, confidential, impartial support for our service users and the successful candidates will demonstrate their understanding of the necessary balance between providing excellent client support whilst maintaining clear impartiality, rooted in SEN law. The successful candidates must be willing to undertake and complete mandatory IAS legal training (through IPSEA level 3) if not already held, and engage in ongoing professional development.

Our caseworking staff spend most of their time working from confidential spaces in their homes. Occasional time is spent in the Cognus office (Cantium House, Wallington) and out in the community at schools and community centres offering support at meetings and advice surgeries or trainings to various parent/carers and professionals (as scheduled throughout the year). Appropriate IT equipment will be provided for the successful candidate.

You will give us great commitment and in return we offer an excellent package including:

1. Starting salary of £38,831.79
2. Workplace pension scheme 4% to 8% matched contributions
3. 28 days annual leave pro rata (plus Bank Holidays)
4. Regular manager support and supervision.
5. Hybrid and Flexible working
6. Staff benefits package, currently including Employee Assistance Programme, Perkbox and (upon completion of probation) Sovereign Healthcare Cashback plans
7. Staff Council, Staff EDI group and Mental Health First Aiders to support wellbeing and inclusion
8. Cognus Coaching Programmes
9. An ambitious culture with friendly and supportive colleagues

If you are interested and would like to be considered for this role, please apply to recruitment@cognus.org.uk with the completed [application form](https://cognus.org.uk/wp-content/uploads/2021/06/Cognus-Application-Form.docx), outlining your suitability. The deadline for receipt is by **midnight, Sunday** **12th May 2024.** Candidates are requested to be available for interview on **Friday** **24th May 2024.**

For an informal conversation about the role, please contact Joanna Dalzell, Inclusion Manager at [joanna.dalzell@cognus.org.uk](mailto:joanna.dalzell@cognus.org.uk).

All offers of employment are subject to successful completion of recruitment formalities which includes an enhanced DBS check. These checks must have been completed prior to commencement of employment. We expect our staff to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Company and the Local Safeguarding Children’s Board.

We have several other roles we are recruiting to at different levels within Cognus. Please get in touch for an informal conversation about these and other opportunities if you or anyone else you know may be interested in working with us.

**JOB DESCRIPTION**

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| POSITION: | Sutton Information Advice and Support Service (SIASS) Team Manager |
| DIVISION: | Inclusion |
| REPORTS TO: | Inclusion Manager |
| SUPERVISES: | SIASS Staff and Volunteers |
| FINANCIAL RESPONSIBILITIES: | Manage SIASS Budget |
| CONTACTS: | Children and young people, parents and carers, schools and other professionals and wider Cognus team |
| GRADE/PAY: | Band 3 - £38,831.79 (1 FTE) |
| LOCATION: | Cognus Office, First Floor, Cantium House, Wallington, SM6 0DZ |

**JOB SUMMARY**

To manage a team of staff who provide Sutton’s statutory SENDIASS service, sharing confidential, impartial and accessible information, advice and support with parents and carers of children and young people (aged 0 to 25) with special educational needs and disabilities (SEND), and young people with SEND themselves.

**PRINCIPAL ACCOUNTABILITIES**

1. To provide confidential, impartial information, advice and guidance to parents, carers, and young people
2. To provide effective training to parents, carers, young people, local education, health, and social care professionals to increase knowledge of SEND law
3. To be responsible for the collection of qualitative, quantitative and impact data and effectively use the information for monitoring and evaluation purposes.
4. To provide effective team and service management, providing day to day operational support, leading and promoting service development activities in line with IAS Minimum Standards.
5. To have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by Cognus Limited, the School and Sutton Council’s Safeguarding Children’s Board.
6. Carry out any other duties as reasonably required.
7. To provide confidential, impartial information, advice and guidance to parents, carers and young people

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| a. | Provide impartial, confidential advice and support as prescribed in legislation and guidance including Children and Families Act 2014, Special Educational Needs Code of Practice 2014, Quality Standards, DfE guidance, Equality Act and other relevant guidance. |
| b. | Act as a named caseworker and manage a caseload supporting parents and carers of children with SEND, and young people who have SEND if appropriate. |
| c. | Resolve complex issues and achieve positive outcomes within a multi-agency context. |
| d. | Inform parents, carers and young people of their legal rights and responsibilities. |
| e. | Work in partnership with parents and carers of children with SEND, and with young people with SEND to ensure they fully participate in discussions and decisions and to promote independence and self-advocacy. |
| f. | Support parents, carers and young people at meetings to ensure their views and needs are represented and taken into consideration. |
| g. | To support parent/carers and young people through appeals processes and where appropriate represent parent/carers and young people at Tribunal Hearing. |
| h. | To display wholehearted commitment to partnership working with parents, carers, young people, education settings, statutory and voluntary agencies, and organisations to ensure that statutory duties are met. |
| i. | Mediate and support dispute resolution between parents, carers, young people, and other parties to resolve conflict and seek positive resolutions. |

1. To provide effective training to parents, carers, young people, local education, health, and social care professionals to increase knowledge of SEND law

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| a. | Develop and provide training for a variety of stakeholders in areas including guidance and law relating to SEND. Co-deliver and support training led by partners as required. |
| b. | Develop and maintain relationships with key staff across a variety of settings which may include parents, carers and young people, educational settings, health and social care, National IAS services, voluntary and statutory agencies, and organisations. |
| c. | Support schools/education settings and other services, through the provision of specialist knowledge, assisting them to understand SEND law, and better support specific cases. |
| d. | Attend and participate in internal and external events and networks to support and promote the work of SIASS. |
| e. | Engage in regular marketing and communication activities with stakeholders. |

1. To be responsible for the collection of qualitative, quantitative and impact data and effectively use the information for monitoring and evaluation purposes.

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| a. | Ensure accurate recording of activity undertaken and lead on maintaining relevant statistical and management information, interpret, analyse, and provide reports and key performance information (KPI), as required. |
| b. | Produce clear and effective progress reports and attend meetings with stakeholders to update on progress as required. |
| c. | Use data to inform practice, identify gaps in service and make recommendations for service development. Including service satisfaction, impact and outcome data |
| d. | Be responsible for all reporting and present at stakeholder forums as required |
| e. | In partnership with internal and external stakeholders develop policy and practice in response to key casework themes. |
| f. | Attend and contribute to strategic and operational meetings with internal and external stakeholders including being an active member of the IAS network. |

1. To provide effective team and service management, providing day to day operational support, leading and promoting service development activities in line with IAS Minimum Standards.

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| a. | Manage the operational delivery of Services, ensuring they delivers the intended outcomes to agreed levels of quality, cost and meet the IAS minimum standards. |
| b. | Be responsible for effective line management of staff and volunteers including day to day support, supervision, and appraisal that support both operational activities, CPD and staff welfare. Provide appropriate support and challenge. |
| c. | To facilitate and record regular and effective team meetings and support the Chair of the SIASS steering group through effective communication, provision of reports and data, monitoring compliance with Terms of Reference and being an active member of the group. |
| d. | Lead on planning, implementation and co-production of the strategic service plan and annual service development plan. Be responsible for reviewing, tracking, and reporting progress. |
| e. | Be responsible for the design and implementation of the SIASS Communication and Social media strategy. |
| f. | Develop and maintain a service risk register |

1. To have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by Cognus Limited, the School and Sutton Council’s Safeguarding Children’s Board.

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| a. | Display awareness of and comply with Safeguarding regulations, policies, and procedures. |
| b. | Attend all required safeguarding training |

1. Carry out any other duties as reasonably required.

## GENERIC OBJECTIVES:

Contribute to Cognus Limited’s business objectives at the appropriate level by ensuring every child matters and has access to education and learning opportunities, including:

1. Health and safety
2. Safeguarding and protection of children
3. Equal opportunities and management of diversity
4. Data protection
5. Outstanding Customer care

**GENERAL:**

**SAFER RECRUITMENT:**

Cognus is committed to safeguarding and protecting the children and young people that it works with. An offer of employment is subject to safer recruitment practices which include an enhanced DBS check, two professional references acceptable to Cognus Limited, proof of qualifications, proof of right to work in the UK, proof of personal address and employment history covering 5 years and, fitness to work with children (occupational health assessment). These checks must have been completed prior to commencement of employment. We have a range of policies and procedures in place which promote safeguarding and safer working practices across the organisation.

**PROCESSING OF DATA:**

1. You (“the employee”) consent to the holding and processing of personal data provided by you to the Company (“the Company”) for all purposes relating to your employment, but not limited to administering and maintaining personnel records, paying and reviewing salary and other remuneration and benefits, undertaking performance appraisals and reviews, the compulsory Disclosure and Baring Services check (DBS) details in line with its statutory responsibility to safeguard and protect children and vulnerable service users; maintaining sickness and other absence records and taking decisions as to your fitness for work.
2. You hereby acknowledge and agree that the Company may, in the course of its general and statutory duties as an employer be required to disclose personal data relating to you for legislative purposes during or after the end of your employment. This does not affect your statutory rights under the General Data Protection Regulation 2018.

**CONFIDENTIALITY AGREEMENT**:

1. During the course of your employment, you will have access to and knowledge of Company confidential information and trade secrets.
2. Disclosure of any of this confidential information and/or trade secrets could have serious financial consequences and/or create serious competitive disadvantages for the Company. There may be material damage, financial or otherwise, deliberate or otherwise, to the Company’s legitimate business interest.
3. Under the terms of this confidentiality agreement, you agree to keep secret and shall not at any time, either during employment or post-employment, use, communicate or reveal to any person any trade secret or confidential information relating to the Company or any Associated Company.
4. You are aware of the Company’s policies in relation to compliance with the General Data Protection Regulation and undertake to act in accordance with these at all times. Any breach of these policies will be dealt with under the Company’s disciplinary procedure and action taken can include dismissal without notice.

*This job description and person specification outlines the summary of key accountabilities and is not an exhaustive list of duties and, is subject to periodical review and changes in line with the business needs.*

**PERSON SPECIFICATION**

*The main duties and responsibilities of the post holder are indicated below although other duties of an appropriate level and nature will also be required.*

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|  | **Description** | **Criteria** |
| a. | Have experience of supervision or line management experience | E, S, I |
| b. | Have an up to date knowledge and good understanding of law relating to the SEND Code of Practice and national policy. | E, S, I |
| c. | Ability to challenge non-compliance to SEND law/guidance. | E, S, I |
| d. | Must be willing to undertake and complete mandatory IAS legal training and engage in ongoing professional development. | E, S, I |
| e. | Strong organisational skills, superb with deadlines and ability to manage competing priorities and manage complex and varied workloads. | E, S, I |
| f. | Strong analytical and interpretation skills | E, S, I |
| g. | Ability to manage time effectively, to work on own initiative to manage and prioritise own workload. | E, S, I |
| h. | Ability to remain impartial and act confidentiality | E, S, I |
| i. | Plan and deliver community workshops in accordance with the IASS minimum standards. | D, S, I |
| j. | Excellent customer service and communication skills both written and oral, and the ability to communicate complex matters clearly and concisely. | E, S, I |
| k. | Ability to work effectively as part of a team, both internally and externally | E, S, I |
| l. | Flexible working approach | E, S, I |
| m. | Experience of using a wide range of IT packages in a business  environment, and to use these to deliver a cost-effective and customer- focused service. | E, S, |
| n. | The post holder is a role model of the professional behaviours outlines in the Company Code of Conduct and Leadership Capability documents. | E |
| o. | Honours and upholds the Company’s Equal Opportunity Policy, Dignity at Work Policy, Safeguarding and Protection of Children, Health and Safety and Data Protection Policy at all times. Understanding of confidentially, GDPR and information governance issues and how these are observed  and maintained. | E |

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| **Key** | | **D** | Desirable | **I** | Evaluated at interview |
| **E** | Essential | **S** | Shortlisting Criteria | **T** | Subject to test |