

Inclusion Manager

Permanent, Full Time: 37 Hours per Week

Salary: £51,501.25 - £59,490.22 per annum, Cognus band 4 SP 62– SP 72

Location: Borough of Sutton - Head Office in Wallington

Cognus Limited is a Local Authority Traded Company, which is commissioned by the London Borough of Sutton to provide education services to early years providers, mainstream schools and specialist education settings in Sutton. Wholly owned by the local authority, we deliver a wide range of high-quality services to deliver excellent practice that improve the lives of children, young people, and families in Sutton and beyond.

Cognus is seeking to recruit an Inclusion Manager who will have responsibility for several teams who directly deliver support to children, young people, parents, carers and schools. If you are seeking a significant challenge and have a strong track record of delivering or leading teams support services, delivering within a culture of empowerment, and excellence and operating in a cycle of continuous improvement then we want to hear from you.

We are looking for a professional and experienced individual who is passionate about the inclusion of children and young people in education and society. An individual that enjoys a varied workload, can lead multiple teams, is organised, creative, flexible and has excellent people skills. You will be tasked with the necessary reporting, performance management and line management responsibilities, and importantly you will bring energy and inspire those you lead and have the ability to build relationships across the local area. You will be able to deliver with excellence.

This role will work closely with the Head of Inclusion and multi-agency partners that include senior leaders in both primary and secondary schools, the Local Authority, Social Care, multi-agency partners, other providers as well as Cognus teams. You must be confident and effective communicator and be comfortable working through complex issues with Head Teachers, Senior Leadership Teams and other organisations and be experienced in working in a multi-agency environment.

Whilst we continue to work in line with legislation and best practice, we are ambitious about developing the local area inclusion agenda and are looking for an individual who is able to think creatively and flexibility about delivering statutory duties, while maintaining a focus on inclusive practice and the best outcomes for the children, young people and families that we support.

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

- i) Starting salary of £51,501.25 per annum (Cognus Band 4)
- ii) Workplace pension scheme 4% to 8% matched contributions
- iii) 28 days annual leave pro rata (plus Bank Holidays)
- iv) Regular manager support and supervision
- v) Hybrid and flexible working



- vi) Staff benefits package, currently including Employee Assistance Programme, Perkbox and (upon completion of probation) Sovereign Healthcare Cashback plans
Cognus reserves the right to adjust these additional discretionary benefits to improve quality of their services provided, maintain affordability for the Company and to ensure benefits remain fit for purpose with staff needs.
- vii) Staff EDI group and Mental Health First Aiders to support wellbeing and inclusion
- viii) Cognus Coaching Programmes
- ix) 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**, downloaded from <https://www.cognus.org.uk/work-with-us/current-vacancies/cognus-application-form/>, outlining your suitability. The deadline for receipt is **midnight Friday 11th July 2025**. Candidates are requested to be available for interview **W/C 21st July 2025**.

For an informal conversation about the role, please contact Helen Gasparelli, Operations Director, at Helen.Gasparelli@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 before the 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 Sutton's Local Safeguarding Partnership.



JOB DESCRIPTION

POSITION:	Inclusion Manager
BUSINESS UNIT:	Inclusion
REPORTS TO:	Head of Inclusion
GRADE:	Cognus Band 4, SP 62-72

JOB SUMMARY

This role is part of the Inclusion service that provides support to children and young people, families and educational settings.

The Inclusion Manager will take responsibility for the leadership and management of a variety of service delivery teams, at both an operational and strategic level. The successful candidate will oversee the delivery of services, ensure that project objectives are met and that quality is maintained throughout the life of the services. They will be responsible for ensuring successful monitoring, tracking, and reporting including impact measurement data, day to day management of staff and deputising for the Head of Inclusion as required.

They will manage, support and develop staff reporting to them and ensure high quality service and delivery to budget, manage customer satisfaction, quality and business growth. The Inclusion Manager will role model the professional behaviours outlined in the company Code of Conduct and will live out Cognus Mission and Values. This is an exciting and varied role with responsibility for multiple service teams.

PRINCIPAL ACCOUNTABILITIES

1. Provide effective line management, responsible for members of multiple service terms, providing day to day operational support, including supervision, appraisal and leading and promoting developmental activities.
2. To engage in effective multi-agency working practices to ensure needs of service users are effectively met and services are developed in line with changing and emerging needs.
3. To be responsible for the collection of qualitative, quantitative and impact data and effectively use the information for monitoring and evaluation purposes. Supporting multiple teams to be responsible for the collection of qualitative, quantitative and impact data and effectively use the information for monitoring and evaluation purposes.



4. To be responsible for the strategic development of teams within line management responsibility, including annual business planning, budget setting and monitoring and contribute to wider planning and oversight (deputising for Head of Inclusion) for the Inclusion Service as a whole.
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 the Cognus Limited, the School and Sutton Council's Safeguarding Children's Board.
6. To be an effective member of the Cognus Leadership team, working closely with members to develop Cognus operationally and strategically, including management approaches and policies to develop cross team working and the smooth running of operations.
7. Carry out any other duties as reasonably required.

COMPETENCIES

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

A. Provide effective line management, responsible for members of multiple service terms, providing day to day operational support, including supervision, appraisal and leading and promoting developmental activities.

- Manage the operational delivery of Services, ensuring they deliver the intended outcomes to agreed levels of quality and cost.
- Be responsible for effective line management of multiple Inclusion teams including day to day support, supervision, and appraisal that support both operational activities and staff welfare. Provide appropriate support and challenge.
- To facilitate and record regular and effective team meetings.

B. To engage in effective multi-agency working practices to ensure needs of service users are effectively met.

- Attend local area panels, case-based meetings, and contribute to understanding and advice in a range of meetings including Team around the family, Core group, Child Protection conference etc, as appropriate and so contribute to the knowledge and understanding of the needs of children, their families, and the wider community
- Engage in networking and local area meetings to contribute to the wider development of services, identifying partnership opportunities and new ways of working.



C. To be responsible for the collection of qualitative, quantitative and impact data and effectively use the information for monitoring and evaluation purposes. Supporting multiple teams to be responsible for the collection of qualitative, quantitative and impact data and effectively use the information for monitoring and evaluation purposes.

- 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.
- Produce clear and effective progress reports and attend meetings with stakeholders to update on progress as required.
- Use data to inform practice, identify gaps in service and make recommendations for service development.
- Be responsible for all reporting and present at stakeholder forums as required.

D. To be responsible for the strategic development of teams within line management responsibility, including annual business planning, budget setting and monitoring and contribute to wider planning and have oversight for the Inclusion Service as a whole, deputising for Head of Inclusion as appropriate.

- Lead on the development of the annual business plan, monitor and report on progress regularly.
- Identify opportunities for the continual improvement of the Service including changes to business processes.
- Support the development of team budgets and monitor to ensure effective use of finances.
- Regularly review traded orders, ensuring that payments are received, and respective services delivered.
- Be responsible for the effective development and dissemination of team standard operating procedures (SOPs), including regular reviews and updates.
- Lead on the investigation of any complaints received and respond as appropriate in line with the Cognus policy.

E. To be responsible for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Cognus Limited, the School and other education settings and Sutton Council's Safeguarding Children's Board.

- In conjunction with the DSL and Cognus policy, be responsible for the safeguarding of children within the service ensuring that the safeguarding policy is being followed by all staff and necessary reporting actions are taken.
- Be responsible for following up with team members to ensure actions have been carried out by relevant parties to ensure the wellbeing of those involved.
- Display a thorough awareness and understanding of, and comply with Safeguarding regulations, policies and procedures. Attend all required safeguarding training.



F. To be an effective member of the Cognus Leadership team, working closely with members to develop Cognus operationally and strategically, including management approaches and policies to develop cross team working and the smooth running of operations.

- Attend leadership meetings and take on Charing responsibility as required, contribute effectively in meetings providing support and scrutiny.
- To participate in working groups and support ad hoc projects as required and appropriate.
- To contribute to supporting and setting the strategic direction of the organisation.

G. Carry out any other duties as reasonably required.

SERVICES WITHIN INCLUSION

Attendance and Child Employment, Autism Service, Paving the Way - Early Intervention Support, Sutton Information Advice and Support Service (SIASS), Elective Home Education (EHE), Education Other Than at School (EOTAS), Children Missing Education (CME), Exclusion/Inclusion, Traveller Education Service.

FINANCIAL RESPONSIBILITIES:

Supporting the development and monitoring of team budgets. Ensure traded services translate into income.

CONTACTS:

Children and Young People. Parents and carers. Education, Health, Social Care, Police and Voluntary and community partners. Wider Cognus team, other.

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:

- a) Health and safety
- b) Safeguarding and protection of children
- c) Equal opportunities and management of diversity
- d) Data protection
- e) 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:

- a) 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.
- b) 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:

- a) During the course of your employment, you will have access to and knowledge of Company confidential information and trade secrets.
- b) 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.
- c) 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.
- d) 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 as necessary.

No	Description	Criteria
a.	Experience of working in education, social care, or comparable fields i.e. voluntary sector, health.	Essential
b.	Extensive experience of providing guidance and support to colleagues working directly with children, schools, families and other professionals.	Essential
c.	Practical experience of working directly with children, schools, families and other professionals, supporting a range of difficulties and achieving positive outcomes.	Essential
d.	A proven track record of leading and managing teams. Carrying out supervision and appraisals, identifying training needs and encouraging continuous staff development through ongoing learning, training and development.	Essential
e.	Experience utilising systems or processes to track and monitor progress, evaluating the success as well as reporting to senior stakeholders on progress.	Essential
f.	Ability to work under pressure, manage workloads and balance priorities.	Essential
g.	Excellent organisational skills and superb with meeting deadlines.	Essential
h.	Good interpersonal skills and ability to communicate providing a high quality, customer-focused approach to service delivery.	Essential
i.	Demonstrates strong collaboration and partnership working.	Essential
j.	Be a critical thinker and be able to problem solve independently, use initiative and find effective solutions.	Essential
k.	Ability to work flexibly, able to re-arrange work in relation to changing priorities and to meet the needs of the business.	Essential
l.	Is committed to safeguarding and the protection of children.	Essential
m.	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 confidentiality, GDPR and information governance issues and how these are observed and maintained.	Essential

KEY:		D	Desirable	I	Evaluated at interview
E	Essential	S	Shortlisting criteria	T	Subject to test

