

SEND Team Manager

Full time: 37 Hours per Week – Permanent

Salary: Cognus Band 4, (£50,082.90 - £61,274.93) *(Currently under evaluation and will be confirmed prior to appointment)*

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

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.

About the Role

We are looking for an experienced and committed **SEND Team Manager** to lead a team of SEND Officers/Caseworkers within our Special Educational Needs and Disabilities service. This is a pivotal role in ensuring children and young people with SEND receive timely, high-quality assessments, Education, Health and Care Plans (EHCPs), and the support they need to thrive.

The Team Manager takes delegated responsibility from the Head of Service for the delivery of the annual Business Plan relating to their team(s). You will manage day-to-day operational delivery, drive statutory compliance within the SEND Code of Practice, and support your team to work effectively with families, schools, health colleagues, and other partners, and have responsibility for preparing and reporting on their team, KPIs and related risks and issues.

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

- i) Starting salary of **Cognus Band 4, (£50,082.90 - £61,274.93)** *(Currently under evaluation and will be confirmed prior to appointment)*
- 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, life insurance, employee benefits platform and (upon completion of probation) health care *[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
- 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, which can be [downloaded from our website](#), outlining your suitability.

The deadline for receipt is **midnight on 19th August 2026**. Candidates are requested to be available for **interview on 24th August 2026**.





For an informal conversation about the role, please contact Amalia Banon, Head of SEND at amalia.banon@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.

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.



JOB DESCRIPTION

POSITION:	Team Manager – Special Educational Needs and Disability
DIVISION:	SEND
REPORTS TO:	Head of SEND
GRADE/PAY:	Cognus Band 4, (£50,082.90 - £61,274.93) <i>(Currently under evaluation and will be confirmed prior to appointment)</i>
LOCATION:	Cognus Office, First Floor, Cantium House, Wallington, SM6 0DZ

JOB SUMMARY

The post holder will support the Head of Service in the management of the SEND Service, specifically:

- setting the creation, monitoring and agreement of the annual Service Development Plan and budget in relation to their Service areas.
- ensuring that all policies, statutory duties and standard operational procedures are understood and implemented by the Service.
- managing, supporting and developing the Service reporting to them.
- ensuring high-quality delivery to budget and statutory timeframe
- ensuring high-quality customer satisfaction
- acting as a role model of the professional behaviours outlined in company policies.

The post-holder will be responsible for the day-to-day operational delivery of the SEND Service and will directly line-manage the EHCP Lead Coordinators and EHCP Coordinator Assistants and will be responsible for the performance of these individuals.

PRINCIPLE ACCOUNTABILITIES:

1. Lead operational activity ensuring the SEND Service delivers the intended outcomes first time, are recorded effectively, reported and are to agreed levels of quality.
2. To lead and manage the SEND Team in delivering a high-quality, responsive, and customer-focused service that places children and young people with Special Educational Needs and Disabilities (SEND), and their families, at the centre of all decision-making. The postholder will ensure that services are delivered with empathy, professionalism, and in accordance with statutory requirements, promoting positive outcomes, resolving concerns effectively, and maintaining high standards of customer satisfaction and continuous service improvement.
3. Line-manage cohort of EHCP Lead Coordinators and EHCP Coordinator Assistants, developing, motivating and setting performance objectives to drive and support a culture of high-quality organisational performance, ensuring effective working across teams in Cognus via the Integrated Support Service (Pod) model.
4. Support a culture of high-quality organisational performance, including through the development and delivery of training, in collaboration with the Lead EHCP Coordinators.
5. Support the EHCP Lead Coordinators with cases where disputes may arise to find creative solutions to complex problems.
6. Manage discrete projects from the Service Development Plan to ensure they deliver outcomes within agreed standards of cost, quality and time.
7. Identify opportunities for the continual improvement of the Service including changes to processes and training to deliver cost-effective services.



8. Support the production of management information to monitor the delivery of performance, Service and individual objectives and priorities, including but not limited to statutory duties from EHCNA to key stage transfer processes and complaints.
9. Understand and implement company policy in all areas, including Safeguarding, Health and Safety, and Equality.
10. Ensure on-going professional development of self and others in the Service, including professional objective setting and appraisal.
11. Work with others within Cognus to identify opportunities to continuously improve the services the company deliver, and the customer experience of the Service.
12. Commit to expenditure of the High Needs Block to a maximum of £5,000 through case management in the exercise of statutory duties under section III of CFA. The expenditure will need to be ratified by the Head of Service through the monthly supervision and weekly surgeries.
13. Organise and attend mediation on a rota with other colleagues and provide responses/follow up to actions following mediations.
14. Understand and oversee the performance of the team through supervision meeting with the Leads and Assistant EHCP Coordinators.
15. Provide updates on critical cases to partners, including identification of risk and suitable controls with support from the Head of Service as necessary.
16. Contribute to local area placement sufficiency by providing data on placement demand in a timely way to the Head of Service so that timely discussions with LBS Commissioners can take place.
17. Provide professional expertise and guidance to lead the implementation of operational plans for the SEND Service, at all times having due regard for safeguarding and promoting the welfare of children and young people.
18. Lead on effective internal and external communication with stakeholders, families including drafting responses for formal complaints and Member Enquiries.
19. Timely and collaborative engagement with the Tribunal team to enable all requests of information are answered promptly and accurately to ensure timely decision making and seamless support to children and young people and their families.
20. Manage the recruitment of all members of the SEND Team with agreement of Head of Service including financial implications.
21. Manage the quality assurance of all Final EHCPs and oversight of other pre-final EHCP documentation.

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) 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 and Sutton Council's Safeguarding Children's Board
- b) Ensure the timely and efficient delivery, and recording on the Caseload Management system, of the EHCNA/P processes across the Team.
- c) Contribute to the arrangements for providing appropriate placements and provision for learners.
- d) Lead a culture of excellent customer service across the SEND Team, ensuring families, schools, and partner agencies receive timely, accurate, and supportive communication.
- e) Monitor and improve customer satisfaction, using feedback, complaints, and compliments to drive service improvements.



- f) Manage complex and sensitive customer issues, ensuring concerns are resolved promptly and professionally.
- g) Ensure the efficient management and implementation of annual reviews and transition arrangements for all learners with an EHCP.
- h) Implement and manage procedural and working practice changes to improve productivity and efficient use of resources.
- i) Undertake complex SEND casework, including implementation of legislation, in line with the CFA, CFA Regulations, Education Act and SEND Code of Practice, SEND Reform, Children Wellbeing Act, among others.
- j) Enter formal mediation, on behalf of the SEND Service and liaise with the Tribunal Team as necessary.
- k) Report monthly and accurately on all KPIs within the first 3 working days of each month, including quantitative and qualitative data.
- l) Develop, motivate and set performance objectives for staff to support a culture of high-quality organisational performance.
- m) Support the development of the Caseload Management System, ensuring it meets the requirements of the statutory reporting and so that performance management of the Service and individuals can be easily embedded.
- n) Deputise for the Head of SEND as necessary.
- o) Ensure that the work of the SEND Team is to a high standard and, in particular, meets the requirements of the Local Authority, relevant Codes of Practice and relevant legislation.
- p) 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.
- q) Quality assures all final EHCP and oversees all pre-EHCP documentation to ensure consistent high quality and compliance.

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

REPORTS TO: Head of SEND

SUPERVISES: Lead EHCP Coordinators and EHCP Coordinator Assistants

FINANCIAL RESPONSIBILITIES: Best practice and Efficient use of resources as a focus point and commit expenditure of the High Needs Block to a maximum of £5,000 through case management in the exercise of statutory duties under section III of CFA. The expenditure will need to be ratified by the Head of Service through the monthly supervision and weekly surgeries

CONTACTS: Children and young people; parents and carers; education settings, and other professionals such as health and Social Care; wider Cognus teams.



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 Barring 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)	Adhere to safeguarding practices and the protection of children and young people, understands and engages with policies and practice to achieve this aim.	E/I/S
b)	Has a relevant professional qualification (Teaching, Psychology, Child Care, Social Work) AND/OR substantial experience of employment in an educational setting, EHCP Officer role or another role relating to the statutory SEND framework.	D/I/S
c)	Able to take accurate, reasoned and justified decisions under pressure in line with the local authority's legal duties and obligations and in the best interest of the children and young people.	E/I/S
d)	Excellent and detailed knowledge and experience of working to the CFA, Special Educational Needs (SEND) Code of Practice and Statutory SEND processes.	E/I/S
e)	Understanding of business planning, finances and strategy, especially funding to settings and the High Needs Block	E/I/S
f)	Demonstrable experience in managing individuals and teams, including KPI reporting, risk and issue management.	E/I/S
g)	Ability to manage and lead teams and colleagues through change, maintaining performance, morale and efficiency.	E/I/S
h)	Values the importance of good Customer Care and Quality Management of statutory documentation and customer care communications.	E/I
i)	Excellent organisational and time management skills, with the ability to prioritise and deliver results to high standards.	E/S/T
j)	Demonstrates a high standard of professional behaviour and interpersonal skills with the ability to negotiate and troubleshoot methodically and persuasively.	E/I/S
k)	Experience of implementing new and/or revised policies and procedures	D/I
APTITUDE AND SKILLS		
	Candidates must be able to demonstrate: • Strong partnership working and a multi-agency approach • Excellent oral and written communication skills • Strong ICT skills and competency (including case management) • Ability to remain objective and act confidentially • Professional, empathetic and courteous customer service skills • Strong sense of working as part of a team, sharing working knowledge and skills • Working flexibly, to changing priorities and to meet the needs of the business	

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

