

Inclusion and Outcomes Manager

Part time: 0.6 FTE - permanent contract

Salary: Cognus Band 4 – Starting salary of £57,835 per annum FTE (£34,701 per annum pro rata for 0.6 FTE)

Location: Cognus Office, First Floor, Cantium House, Wallington, SM6 0DZ (Hybrid working)

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.

This is an exciting opportunity to make a genuine difference to the lives of children, young people and families in Sutton, joining a friendly, ambitious and supportive team at a time when inclusion is at the forefront of both national and local priorities.

Working alongside the Head of Inclusion, you will play a key leadership role in shaping and developing Inclusion Services, supporting Team Leads and practitioners across a broad portfolio of services, including attendance, exclusions, neurodiversity and education provision for children unable to attend school due to health needs or other circumstances.

We are looking for a confident and experienced manager who can combine strategic thinking with operational excellence. You will have a strong track record of leading teams and services, driving change, developing partnerships and supporting practitioners to achieve the best possible outcomes for children and young people.

This role is offered on a 0.6 FTE basis, and we welcome conversations about flexible working arrangements.

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

- i) Starting salary of £ per annum (Cognus Band X)
- 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

Read more - [Why work for us? Cognus Recruitment Information](#)

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 **14th September 2026, at 12pm**. Candidates are requested to be available for interview on **23rd and 30th September 2026**.





For an informal conversation about the role, please contact **Helen Taylor, Head of Inclusion** at Helen.Taylor@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:	Inclusion and Outcomes Manager (0.6FTE)
DIVISION:	Inclusion
REPORTS TO:	Head of Inclusion
GRADE/PAY:	Cognus Band 4 – Starting salary of £57,835 per annum FTE (£34,701 per annum pro rata for 0.6 FTE)
LOCATION:	Cognus Office, First Floor, Cantium House, Wallington, SM6 0DZ

JOB SUMMARY

The Inclusion and Outcomes Manager provides strategic and operational leadership across Cognus Inclusion Services, supporting the Head of Inclusion to ensure the delivery of high-quality, effective and impactful services for children, young people, families and educational settings.

The postholder will lead and manage designated service areas, providing leadership, challenge and support to Team Leads and practitioners. They will oversee service performance, quality assurance and continuous improvement, ensuring that services respond effectively to local and national priorities and deliver positive outcomes for children and young people.

A key aspect of the role will be supporting teams to manage complex and sensitive casework, providing professional guidance, oversight and escalation where required. The postholder will work collaboratively across services to support effective decision-making, resolve barriers to inclusion and ensure that children and families receive timely and appropriate support.

The Inclusion and Outcomes Manager will also play an important role in promoting and strengthening safeguarding practice across Inclusion Services. They will support Team Leads and practitioners to identify and respond to safeguarding concerns, ensuring compliance with statutory responsibilities and local procedures.

The role requires excellent relationship management and partnership working skills, working collaboratively with schools, local authority colleagues, health partners and other agencies to improve inclusion, attendance and outcomes for children and young people.

The Inclusion and Outcomes Manager will deputise for the Head of Inclusion as required and contribute actively to the wider leadership and continuous improvement of Cognus.

PRINCIPAL ACCOUNTABILITIES:

1. Provide operational leadership across Inclusion Services (SIASS, Inclusion, Attendance, Autism Support, Paving the Way, Traveller Education) ensuring high-quality, effective and compliant service delivery that improves outcomes for children, young people, families and educational settings.
2. Provide line management, professional supervision, challenge and guidance to designated teams and individuals, promoting high standards of practice and continuous improvement.
3. Support the Head of Inclusion in the leadership, development and improvement of Inclusion Services, contributing to service planning, quality assurance, performance management and the delivery of local and national priorities.
4. Lead on complex, sensitive and high-risk casework, acting as a point of escalation for practitioners and Team Leads, providing oversight, professional advice and coordination of multi-agency responses where required.



5. Promote and strengthen safeguarding practice across Inclusion Services, ensuring teams are supported to identify and respond to safeguarding concerns, and that statutory responsibilities and local procedures are effectively implemented.
6. Develop and maintain effective partnerships with schools, families, local authority services, health partners and other stakeholders to promote inclusion, remove barriers to education and improve outcomes for children and young people.
7. Deputise for the Head of Inclusion as required, representing the service at operational and strategic meetings and contributing to the wider leadership and development of Cognus.
8. Undertake any other duties commensurate with the level and responsibilities of the post as reasonably required.

ACCOUNTABILITIES

1. Service leadership and delivery

- Support the Head of Inclusion in the leadership and continuous development of Inclusion Services, supporting effective operational delivery.
- Deputise for the Head of Inclusion as required, representing the service at operational and strategic meetings, panels and partnership forums.
- Contribute to the wider leadership of Cognus and work collaboratively with colleagues to support organisational priorities and business objectives.

2. Leadership, management and workforce development

- Support Team Leads to effectively manage and develop their teams, promoting high standards of practice, accountability and performance.
- Facilitate regular team meetings and reflective practice opportunities to support communication, collaboration and consistency across services.
- Identify workforce development needs and support the delivery of training, coaching and professional development opportunities.
- Promote staff wellbeing and foster a positive culture of continuous improvement, learning and inclusion.

3. Performance, quality assurance and data management

- Monitor service performance across designated areas, ensuring achievement of agreed KPIs, targets and quality standards.
- Support quality assurance, auditing and service review activities to evaluate effectiveness and drive continuous improvement.
- Analyse qualitative, quantitative and impact data to identify trends, emerging needs, service gaps and opportunities for innovation and development.
- Produce and maintain accurate performance reports, dashboards and management information for senior leaders, commissioners and stakeholders as required

4. Complex casework, safeguarding and multi-agency working

- Act as a senior point of escalation for complex, sensitive and high-risk cases, providing professional advice, oversight and decision-making support to Team Leads and practitioners.
- Support teams to identify and respond appropriately to safeguarding concerns, ensuring statutory responsibilities and local safeguarding procedures are effectively implemented, and appropriate interventions are secured through effective multi-agency working.
- Attend and contribute to panels and multi-agency meetings as required, including Vulnerable Pupil Panels, Inclusion Panels, Team Around the Family meetings, Child in Need meetings, Core Groups, Child Protection Conferences and other relevant forums building strong relationships with key



stakeholders to promote effective multi-agency practice and improve outcomes for children and young people.

5. Section 19 and case management

- Work collaboratively with schools, families, Alternative Provision (AP) providers, attendance services and local authority teams to support children and young people who require targeted intervention, alternative provision or education under Section 19.
- Provide oversight and support for complex inclusion, attendance and Section 19 cases, coordinating effective interventions and ensuring timely access to appropriate provision.
- Meet with children, young people, families, schools and partner agencies to explore concerns, coordinate support and develop solutions that promote engagement, inclusion and positive educational outcomes.
- Contribute to the review and continuous improvement of Section 19 and Alternative Provision pathways, identifying themes, barriers and opportunities to improve practice and outcomes.
- Attend and contribute to relevant panels, placement meetings and multi-agency discussions, providing professional advice and ensuring decisions are informed by the needs and best interests of children and young people.

6. Service development, policy and continuous improvement

- Support the development and delivery of Inclusion Service Development Plans, translating strategic priorities into measurable outcomes and continuous service improvement.
- Lead strategic projects, service reviews and change programmes, developing policies and practice guidance that promote consistent, high-quality service delivery.
- Keep abreast of legislative, statutory and national policy developments, ensuring services remain compliant, effective and responsive to emerging priorities and reforms.

7. Governance, finance and corporate responsibilities

- Support the monitoring of operating expenses, ensuring resources are used effectively and deliver value for money.
- Monitor traded activity and commissioned services, ensuring services are delivered as agreed and income is appropriately managed.
- Working with the Head of Inclusion, lead allocated investigations into complaints and service concerns, and coordinate responses to complaints, Member Enquiries, Freedom of Information requests and other formal correspondence, ensuring all responses are timely, proportionate, accurate and compliant with Cognus policies and procedures.
- Participate actively in leadership meetings, working groups and organisational projects, chairing meetings where appropriate and providing effective scrutiny, support and challenge.
- Undertake any other duties commensurate with the responsibilities and grade of the post.

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 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
1	Educated to degree level or equivalent professional qualification in education, social care, SEND, leadership, management or a related field.	E, S, I
2	Significant experience of leading or managing inclusion, attendance, SEND, alternative provision, safeguarding or related services for children and young people.	E, S, I
3	Proven experience of providing strategic and operational leadership, translating strategic priorities into effective service delivery and measurable outcomes.	E, S, I
4	Demonstrable experience of line management, supervision, performance management, workforce development and supporting teams through change.	E, S, I
5	Excellent knowledge and understanding of relevant legislation, statutory guidance and national policy relating to inclusion, attendance, safeguarding, SEND, exclusions and Section 19 duties.	E, S, I
6	Experience of managing complex, sensitive and high-risk casework, providing professional advice, oversight and decision-making support.	E, S, I
7	Strong understanding of safeguarding responsibilities and experience of supporting staff to identify, respond to and escalate safeguarding concerns appropriately.	E, S, I
8	Proven ability to build and maintain effective relationships with schools, families, local authority services, health partners and other stakeholders.	E, S, I
9	Excellent communication, presentation and report-writing skills, with the ability to influence, negotiate and communicate effectively with a range of audiences.	E, S, I
10	Experience of analysing and interpreting performance, outcome and impact data to drive service improvement, quality assurance and decision making.	E, S, I
11	Experience of leading service development, quality assurance or continuous improvement initiatives.	E, S, I
12	Experience of working within a traded services environment, local authority, or education partnership organisation.	D, S, I
13	Experience of budget monitoring, resource management and delivering value for money.	D, S, I
14	Relevant management or leadership qualification (e.g. ILM, NPQ, Chartered Management Institute or equivalent).	D, S, I
15	Knowledge of local and national developments relating to SEND and Inclusion reforms.	D, S, I
16	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.	E

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

