

JOB TITLE Assistant EHCP Coordinator (office based, 5 days a week)

Full time: 37 Hours per Week, permanent

Salary: Cognus Band 1B, £28,275.30

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

Could you be our new Assistant EHCP Coordinator?

The Education Health Care Plan (EHCP) Coordinator Assistant is responsible for undertaking administrative duties, working in a team under the supervision of the SEN Team manager of the Special Educational Needs and Disabilities Service.

It is expected that a Coordinator Assistant contributes to the development of the SEND Service by managing own performance, supporting and working with EHCP Coordinators, managing databases, supporting project work, helping their pods meeting statutory deadlines. As an EHCP Coordinator Assistant you are the first point of contact for families and professionals and would be expected to answer calls, manage inboxes and maintain strong working relationships.

We expect every EHCP Coordinator Assistant to possess strong admin and technology experience including Microsoft packages with a speciality for Excel to undertake a range of functions which will in turn improve the delivery of the SEND Service. schools Cognus is commissioned by London Borough of Sutton to provide education services to mainstream and specialist education providers in Sutton.

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.

We are committed to promoting equal access to education and maximise learning for every child, young person, parent/carer, professional, as well as our own team.

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

- i) Starting salary of £28,275.30 per annum (Cognus Band 1B)
- 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) ***This role will be office based***
- 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 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](https://www.cognus.org.uk/work-with-us/current-vacancies/cognus-application-form/), downloaded from <https://www.cognus.org.uk/work-with-us/current-vacancies/cognus-application-form/>, outlining your suitability.

The deadline for receipt of application forms is 9th October 2026. Candidates will be informed separately re. interview arrangements.

To help us manage recruitment efficiently, some vacancies may close early once we have received a sufficient number of applications.

For an informal conversation about the role, please contact Martine Eni, SEND Team Manager at martine.eni@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:	Assistant EHCP Coordinator
DIVISION:	SEND
REPORTS TO:	SEND Team Manager
JOB TYPE:	Full time (37 hours a week), Permanent
GRADE/PAY:	Band 1B (£28,275.30)
LOCATION:	Cantium House, Wallington (<u>THIS ROLE IS FULLY OFFICE BASED, 5 DAYS A WEEK</u>)

JOB SUMMARY

The post holder is responsible for undertaking various functions that support the work of EHCP Coordinators, the 'pod' within which they work and the SEN Panel process. This will include being the first point of contact for many families, answering and directing phone calls, delivering the secure exchange of information between stakeholders, completion of data entry to ensure accurate records are available and supporting the efficient and accurate operation of the SEND service.

The post holder will work within a team that is subject to clear and strict statutory timeframes. As a result, they must be able to schedule work for themselves and others to manage the expectations of families and partners in terms of the timeframe of delivery of the service.

The post holder will also take the minutes and coordinate all associated paperwork for the multi-agency SEND panel (on a rotation basis with colleagues) where most statutory decisions are discussed and taken.

PRINCIPLE ACCOUNTABILITIES:

1. To deal with routine issues/problems to ensure customer issues are resolved effectively, escalating to the relevant EHCP coordinator, Lead coordinator or team manager when necessary.
2. To assist with subject access requests, complaints, file retrieval as directed by the service.
3. To support the delivery of statutory processes by ensuring files on the Caseload Management system are accurate and updated, uploading and downloading documents in line with standard procedures and scheduling Next Step Meetings as necessary.
4. To process consultations to educational settings and other partners, and logging and expediting the submission of information by schools and other partners in time/line with statutory timeframes.
5. Provide efficient, flexible, and effective administrative support, including the processing of written correspondence, emails (including managing the NHS Cognus email account), phone calls as required to support the management of client relationship and the expectations of our stakeholders.
6. To receive and process all EHCNA paperwork within the SEND Code of Practice timescales, ensuring that all the relevant information and consent has been received. To start the EHCNA workflow on the



Caseload Management system and allocate to an EHCP Coordinator.

7. Take receipt of Annual Review paperwork, commence the Annual Review workflow on Caseload Management system and allocate to the appropriate EHCP Coordinator.
8. To prepare and distribute panel papers and record the minutes of SEND panels and any other meetings that may require a minute taker.
9. To deal with any children or young people with EHCP moving in or out of the local authority, liaising with the SEND team of other Local Authorities across the country and the Admissions team to ensure that a child is resident in the area.
10. Ensure that all SEND trackers are kept up to date, with accurate recording of data and relevant dates.
11. Check, prioritise and ensure the incoming post is scanned and distributed to EHCP coordinators and uploaded to the Caseload Management system where appropriate.
12. Communicate clearly, effectively, and courteously to all inquiries from the public, council staff and managers from other agencies ensuring a professional image for the service is maintained, and providing accurate information based on a sound understanding of the SEN legislative framework.
13. Collate and produce Management Information reports as required and in line with the training provided.
14. As directed the post holder will undertake additional duties to support SEND service delivery and wider Cognus support requirements that may arise from time to time commensurate with the grade of the post. These may include but will not be limited to being part of a company reception rota, answering the main company phone line, supporting companywide events hosted at Cantium House.

COMPETENCIES

- 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 Partnership.
- b) Ability to coordinate and administer, including minute taking, of statutory and complex meetings/conferences/reviews/panels.
- c) Able to proofread complex reports within agreed timescales.
- d) Robust and comprehensive understanding of, and skill in using, a range of software, including case management, Power Point, Microsoft Word and Excel.
- e) Ability to work in a detailed, task-oriented environment, delivering accurate, error-free communications to high standards.
- f) To work as part of a team and unsupervised, managing time effectively, working on own initiative to manage and prioritise workload and any dependencies in support of others to meet statutory requirements.



- g) Excellent communication skills and the ability to communicate complex matters clearly and concisely both orally and in writing.
- h) Able to provide administrative support in an efficient, flexible, and timely manner.
- i) To effectively support the management of client relationships and the expectations of stakeholders and clients in a high-pressure environment.
- j) 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.

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.



PERSON SPECIFICATION: EHCP Coordinator Assistant

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.

No	Description	Criteria
a.	Values 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.	Thorough understanding of the EHCP process and procedures	E, I, S
c.	High level of personal organisation with the ability to work effectively under pressure	E, I, S
d.	Ability to take on a wide range of administrative and organisational tasks	E, I, S
e.	Ability to prioritise and manage workload effectively to secure successful outcomes to agreed and/or statutory timescales	E, S
f.	Robust and comprehensive understanding of, and skill in using, a range of software, including case management, financial and database systems	E, I, S
g.	Demonstrable problem-solving skills with a solution-focused approach to work	E, S
h.	Ability to understand and proofread complex, technical documents in a timely and accurate manner	E, I, S
i.	Willingness to learn and engage in ongoing personal and professional development	E
j.	Understanding of school and local authority SEN procedures and functions	E
k.	Values strong partnership working with parents, carers, schools and children and young people and other agencies, ensuring a multi-agency approach	E, I
l.	Strong organisational skills and superb with deadlines	E, I, S
m.	Strong oral and written communication skills	E, I, S
n.	Strong analytical and interpretation skills	E, I, S
o.	Ability to remain objective and act confidentiality	E
p.	Professional, courteous and strong customer service skills	E
q.	Work as part of a team, sharing working knowledge and skills	E
r.	Work flexibly, able to re-arrange work in relation to changing priorities and to meet the needs of the business	E, I, S
s.	Able to support the safe delivery of activities	E
t.	The postholder may be required to work outside normal office hours	E
u.	If appointed, it will be your responsibility as an employee of Cognus Limited to treat all sensitive data that you will have access to during the course of your employment in line with the mandatory protocols to ensure data protection and compliance at all times.	E

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

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.

