

Job Description and Person Specification

SEND Legal Resolution Coordinator

Job Details	
Grade	G9
Service	Statutory Assessment and Review Service
Location	Friargate
Job Evaluation Code	A6328

Coventry City Council Values
We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation: Open and fair: We are open, fair and transparent. Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be. Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing. Create and innovate: We embrace new ways of working to continuously improve the services we offer. Own and be accountable: We work together to make the right decisions and deliver the best services for our residents. Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose
To effectively manage the SEND legal compliance, mediation and tribunal process, including attendance at initial case management and pre-hearing meetings and providing instructions to the Education Legal Team. To lead and co-ordinate mediation meetings on behalf of the Council in relation to SEND, attending formal mediation and local disagreement dispute meetings with the intention of resolving disagreement whenever possible. To co-ordinate and oversee SENDIST Tribunals submitted to the Statutory Assessment and Review Service, liaising with Local Authority witnesses and parents in tribunal cases and attend tribunal hearings as a witness to the Local Authority as required. To develop and ensure implementation of high-quality processes; legal compliance and tribunal management is delivered resulting in improved outcomes and high satisfaction from parents/career and young people.

Main Duties & Key Accountabilities
Build respectful, honest and supportive relationships to represent the STAR Service in a positive manner and work with multiple professional partners involved in dispute resolution, mediation and tribunal processes.
Act as the key link with the Council commissioned Mediation provider/s for disagreement resolution and oversee the coordination of mediation representing the Council at these meetings.
Identify and mitigate risk, where appropriate work closely with the STAR Service Lead and Head of SEND, Legal, Insurance and other colleagues.
Establish and maintain effective working relationships with internal teams, including the STAR Service, Legal, Customer Relations Team, Information Management team and Childrens Services to oversee the co-ordination of SEND tribunal Appeals and individual case resolution.
Ensure that data is accurately maintained on a database and audited for SEND tribunals, Mediations and other forms of dispute resolutions meeting ICO and Council standards
To pro-actively monitor tribunals, Mediations and other dispute resolution records held on a database working with the Data Team to ensure appropriate reporting mechanisms are in place to support organisational learning.
Pro-actively undertake casework and administrative functions on tribunal and mediation cases ensuring tribunal and statutory deadlines are adhered to.
To be proactive in case discussions with members of the STAR Team on a regular basis to problem solve identifying potential issues which may lead to Tribunal Appeals using this approach to reduce the number of appeals.
To keep abreast of changes to statutory legislation associated with SEND dispute and disagreement resolutions. Designing and delivering training to internal and external stakeholders.
Assist in the analysis of SEND Tribunal appeals and in producing effective management reports on all dispute and disagreement and mediation functions.
To develop systems and effective processes to ensure the Council can meet its statutory functions in relation to SENDIST Tribunals and SEND Disagreement resolution.
To undertake the role in a manner that is always seeking the best outcomes and life chances for children and young people, adults and parents and carers who use this service.
Any other duties and responsibilities within the range of the salary grade.

Key Relationships			
External:	Parents/carers schools FE providers other educational agencies Health partners Third sector SENDIST First Tier tribunal Mediation Providers SENDIASS SEND Advocates	Internal:	STAR Team – specifically: EHCP Plan Coordinators Phase Leads Statutory Assessment and Provision Manager Head of SEND Education Legal Team Social Care

Standard Information
Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines. Training The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for
Not responsible for line management

Person Specification	
Requirements	
Knowledge	Knowledge and understanding of how educational settings—particularly schools—operate and are managed
Knowledge	Working knowledge of the processes underpinning statutory and non-statutory assessment of SEND, Mediation and Tribunals

Knowledge	Understanding of recent national developments in relation to the SEND reforms affecting Local Authorities, schools and the impact these have on outcomes for vulnerable groups
Knowledge	In depth knowledge of SEND legislation specifically the Childrens and Families Act, The SEND regulations, and the SEND Code of Practice, The Equalities Act
Skills And Ability	Able to take professional ownership of service aims and objectives and to be able to motivate colleagues to deliver them
Skills And Ability	Able to work collaboratively with colleagues, Senior Managers, other agencies and stakeholders developing strong partnerships with both internal and external partners to support service improvement
Skills And Ability	Able to communicate effectively with a variety of audiences and provide high quality, constructive feedback. Able to support young people and families in a 'person-centred co-produced' way
Skills And Ability	Able to make clear assessments and make appropriate decisions after assimilating a range of views; working flexibly adapting to changing circumstances and work pressures to meet statutory deadline
Skills And Ability	Professional understanding of the relevant political, legal, operational and social aspects of services for children/young people and/ or adult with disabilities and/or special educational needs.
Skills And Ability	Able to draft written communication clearly and concisely
Experience	Significant evidence of Tribunal Management and Mediation experience in special educational needs services for children and young people
Experience	Evidence of successful integrated working with colleagues across services and partner agencies to promote the best interest of children and young people and/ or adult with disabilities and/or special educational needs.
Experience	Experience of co-production and the ability to engage with people who access SEND services to evaluate the effectiveness of dispute resolution processes

Experience	Experience of using data and feedback to inform the development and improvement of services for children/young people and adults with special educational needs and/or disabilities
Experience	Experience of designing and delivering guidance and training materials/briefings aimed at a wide range of staff, partners and parents/carers
Qualification	Excellent communication and written literacy skills evidenced by being qualified to a minimum of Degree level. Desirable – legal qualification/ SEND Specific qualification
Special Requirements	This post is subject to the DBS checking process. The post requires the ability to travel readily within and outside of Coventry. It is a council requirement to have Business Use Car Insurance and valid MOT certificate (for cars over 3 years old).

Declaration			
Reviewed/created by:	Sharon Cassidy		
Job Title:	Statutory Assessment and Provision Manager	Date:	March 2026