

Job Description and Person Specification

SEND Info, Advice & Support Officer

Job Details	
Grade	5
Service	Children & Education
Location	Limbrick Wood Centre
Job Evaluation Code	L3303D

Coventry City Council Values
<p>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:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose

To enable and empower parents/carers, children & young people (0-25), by developing, co-ordinating and delivering impartial information, advice and support related to Special Educational Needs & Disability (SEND). This includes all areas from SEN Support level, EHCP's to SEND tribunal - as well as exclusion from school and other related education, health and social care issues.

You will work within a small, dedicated team supporting parents/carers, children and young people in understanding and engaging in issues related to SEND. You'll deliver this through a wide-range of activities, from phone calls to face to face meetings, developing virtual resources and presenting to groups.

This is a fantastic opportunity to make a difference to the lives of children and young people with SEND, and their families. Working in partnership with a wide-range of partners, it is also a great opportunity to develop your existing skills and learn new ones across a number of public service areas.

Key Responsibilities and Accountabilities

Interpreting Government legislation and guidance in relation to SEND and Exclusions, keeping abreast of current national and local processes and developments in these areas.

Advising and supporting parents/carers children and young people via a range of communication methods, ascertaining the needs of individuals and responding as required, and signposting effectively to other agencies when information is outside the scope of the role

Managing a complex caseload supporting families, ensuring information systems and client records are effectively maintained after each contact.

Supporting children, young people and/or parents at formal and informal meetings and assist in the preparation of reports for Education, Health and Care assessments, plans and reviews.

Preparing oral and written representations alongside parents for SEND Tribunals, Governors Discipline Committee Meetings and Independent Review Panels to assist them in delivering those representations

Promoting and empowering parents/carers to have positive and active participation in their children's education by explaining statutory processes and support systems, and assist young people/parents in seeking appropriate assessment for them/their child where appropriate.

Enabling service users to express their views and have their voice heard in decision making at both an individual and strategic level.

Providing a high-quality point of contact for service users, education providers, statutory and voluntary agencies to address their queries and requests, providing them with information, advice and support to help understand procedures and interventions

Attending multi-agency meetings with parents / carers, children and young people as required, and work with statutory services and voluntary agencies to ensure positive outcomes for families.

Developing a range of information sources for children and young people and their families to explain SEND and exclusion processes, and their involvement in the process through a person-centred approach.

Promoting the work of the Information, Advice and Support Service by facilitating and delivering workshops/ SEND Sessions to a range of professional and parent groups.

Participating as required in local and regional initiatives and developments around SEND, Behaviour and Exclusion.

Key Relationships

External:	Children and young people Parents/Carers Educational settings Health professionals Voluntary organisations	Internal:	CCC SEN services CCC Children's/Adult services
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Standard Information
<p>Post holders will be accountable for</p> <ul style="list-style-type: none"> • 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. • attending any training and undertake any development activities that are identified as mandatory/beneficial to their role. • any other duties and responsibilities within the range of the salary grade.

Responsible for
N/A

Person Specification	
Requirements	
Knowledge	Of the education system, in particular a comprehensive knowledge of government legislation and guidance in relation to Special Educational Needs and Disability (SEND) and exclusion i.e. Children and Families Act 2014, Equalities Act 2010, national exclusions guidance
Knowledge	A detailed understanding of issues concerning the impact of parental involvement in the education of children.
Knowledge	In-depth knowledge of local procedures and practices in relation to SEND and Exclusion.
Skills And Ability	Excellent listening, writing, reporting and communication skills including questioning and information seeking

Skills And Ability	Excellent negotiation, influencing and diplomatic skills
Skills And Ability	Organisational skills to manage a complex caseload, prioritise workload and meet conflicting deadlines
Skills And Ability	Ability to use calming skills and empathise with distressed parents and to provide information to parents in a sensitive manner
Skills And Ability	Ability to maintain impartiality when presented with conflicting information and work constructively with a non-judgemental approach
Skills And Ability	Ability to empower parents and encourage self-advocacy
Experience	Of developing and promoting partnerships that are productive between agencies
Experience	Substantial experience of successful work with children and families particularly within one or more of the following areas: <ul style="list-style-type: none"> • working with children and/or adults with special educational needs. • developing child/parental involvement • supporting parents/carers through appropriate advice, counselling and/or conflict resolution.
Qualification	A professional qualification or equivalent experience relevant to the post
Special Requirements	

Disclosure and Barring Service (DBS)			
Does the role require a DBS check? Find out which DBS check is right for your employee - GOV.UK			
And if so, which type?			
Basic Check <input type="checkbox"/>	Standard Check <input type="checkbox"/>	Enhanced Check <input checked="" type="checkbox"/>	Enhanced + barred list check <input type="checkbox"/>

Declaration			
Reviewed/Created By:	Julie Wade		
Job Title:	Hd of SEND Information Advice and Support Service	Date:	02/03/26