

Job Description and Person Specification

Integrated SEND SS Coordinator

Job Details	
Grade	G5
Service	SEND Support Service
Location	Cannon Park Annexe (main base)/One Friargate
Job Evaluation Code	

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
<p>To coordinate the effective operation of Cannon Park Annexe, ensuring compliance with health and safety standards, statutory requirements, and administrative procedures. The postholder will support the Sensory Team Leader in the day-to-day management of the building, including facilitating services and activities for children, young people, and families.</p> <p>The role also involves producing reports to inform management decisions, maintaining secure and accurate data systems, and ensuring compliance with GDPR, FOI, and other relevant legislation. Additionally, the postholder will assist Service Leads with recruitment-related administration, including onboarding and DBS checks, and provide specialist ICT support tailored to the needs of the Integrated SEND Support Service.</p>

Main Duties & Key Accountabilities
Support SEND Support Service Leads with administrative processes related to staff recruitment, onboarding (including DBS checks), and induction of new team members
Maintain and monitor the staff training and audit matrix, ensuring all mandatory training and audit requirements are current and compliant. Conduct driver licence and business insurance checks as required.
Act as the Health & Safety representative for Cannon Park Annexe (CPA), overseeing H&S issues, maintaining H&S management information, recording meeting minutes, conducting quarterly site inspections, and managing repair requests and DSE concerns.
Act as EVOLVE Administrator, managing administrative tasks related to events and educational visits
Participate in meetings and planning activities, contributing to service development and operational improvements
Act as a Super User for Capita and Information @ Work systems, and a Digiknow expert, supporting the team's digital by sharing expertise, encouraging the effective use of digital tools, and helping to embed new ways of working
Lead the creation, review, testing, and maintenance of systems and procedures to ensure continuous improvement and responsiveness to change.
Oversee IT compliance ensuring systems are fit for purpose and escalating any issues that may impact service delivery or data security. Maintain accurate computerised filing systems, ensuring all personal data is processed in accordance with GDPR and information governance standards. Manage file retention practices in line with statutory and organisational policies.
Provide and analyse statistical data to support management decisions and monitor performance indicators.
Monitor budgetary control statements, run financial reports, identify discrepancies, and liaise with budget holders. Approve purchase card transactions for team members.
Manage a team, including work allocation, performance monitoring, and professional development. Conduct monthly one-to-ones, annual appraisals, and objective setting to ensure a resilient and high-performing service.
Training, support and guidance to team members. Produce and document guidance and procedures for use by team members. Deliver training and guidance to team members on office systems and procedures and produce clear documentation to support consistent practice.

Performance management to monitor output and quality. Ensure monthly one to ones, annual appraisals and reviews are undertaken, to include clear objective setting; and the development of individuals in order to provide a resilient service.
Respond to Freedom of Information and Subject Access Requests to meet deadlines.
Any other duties and responsibilities within the range of the salary grade.

Key Relationships			
External:	Parents/carers, young people Schools and other educational establishments Suppliers Contractors	Internal:	Social Care Health SEND SS team members Associate EPs Contractors

Standard Information
<p>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.</p> <p>Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</p> <p>Training The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
Team of Senior Administrators/Team Leader(s)

Person Specification	
Requirements	
Knowledge	Strong technical knowledge of ICT systems, software packages, and workflow processes.
Knowledge	Sound understanding of Health and Safety regulations in the workplace, including risk assessment procedures.
Knowledge	Comprehensive knowledge of Data Protection legislation and GDPR requirements.
Skills And Ability	Excellent communication skills to build effective working relationships within the team and with service users; able to manage conflict and support resolution.
Skills And Ability	Strong organisational skills with the ability to allocate and prioritise workloads to meet statutory deadlines.
Skills And Ability	Ability to train and guide team members, providing clear explanations of systems and procedures.
Skills And Ability	Advanced IT skills, including proficiency in Management Information Systems, with the ability to accurately record, interpret, analyse, and evaluate data.
Skills And Ability	Highly organised with strong attention to detail; able to work calmly under pressure and manage competing priorities effectively.
Skills And Ability	Proactive in identifying opportunities to improve and adapt systems and processes for greater efficiency.
Experience	Proven experience in supervising a team, including performance management, identifying training needs, and monitoring staff development.
Experience	Experience in handling complex enquiries from a diverse range of stakeholders, with a focus on problem-solving.
Experience	Of producing and interpreting analytical data from multiple sources to support decision-making.
Qualification	A good standard of education including qualifications in English and mathematics at a minimum level of GCSE current grade 4-9 (previous grade A-C) equivalent.

Declaration			
Reviewed/Created By:	Joanne Appleton Gaynor Millar		
Job Title:	Sensory Team Leader SEND Business Manager	Date:	January 2026