

Kent County Council

Job Description: *SEND Feedback Officer*

Directorate:	Children, Young People & Education (CYPE)
Unit/Section:	Special Educational Needs and Disability (SEND)
Grade:	KR9
Responsible to:	SEND Quality Assurance & Practice Development Team Manager

Purpose of the Job:

Coordinate compliments, complaints, and enquiries from service users, ensuring that the quality of responses meets legislative requirements and performance targets. Monitor performance so that target response times are met and lessons from complaints are learned. Ensure the principles of complaints handling are applied and standards are met and challenge when they are not making changes, as necessary.

Main duties and responsibilities:

- Act as an initial point of contact for all complaints, enquiries, and compliments, ensuring that accurate information is captured and logged.
- Work with the managers across the SEND service to respond to complaints received via Kent County Council's complaints and Local Ombudsman, drafting replies, and ensuring timely follow up.
- Support the collation of information by officers within the EHC Tribunals, Assessment and Placement Team to inform responses.
- Collate complaints data to inform the SEND Quality Assurance and Practice Development Team manager and the SEND Senior Management Team to improve the quality of the service.
- Ensure investigations are carried out correctly by quality assuring draft responses where necessary. Ensure all complaints are dealt with appropriately, consistently and within statutory and corporate timescales.
- Ensure compliance with all relevant legislation and statutory requirements relating to the governance and administration of complaints for the directorate.
- To receive and interpret correspondence from the public and SEND file records.
- Access case records to help understand and analyse the departmental action in any one case.
- Investigate and produce detailed chronologies of Local Authority action and forming a view as to whether the complaint is upheld.
- Work with colleagues across SEND to respond to enquiries from the public in a timely manner.

- Produce a coherent letter or report in response to the member of the public using simple and non-technical language.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *SEND Feedback Officer*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> • Either NVQ Level 4 or 5 (or equivalent) or degree in relevant subject. • Evidence of continued professional development.
EXPERIENCE	<ul style="list-style-type: none"> • Practical experience in a relevant field to include working with parents and schools in challenging situations. • Experience of working with challenging and conflicting priorities. • Experience of handling potentially confidential and sensitive information. • Experience of working in a large organisation (public, private or voluntary sector). • Experience of reviewing systems and processes.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Excellent written and verbal communication skills, showing a high level of empathy. • Be able to act on own initiative. • Be highly resilient and able to withstand emotional pressures and a highly pressurised environment. • Be clear, concise, and empathetic when responding to complaints. • Have a high standard of written English. • Ability to use a range of ICT systems. • Ability to engage in an appropriate manner with members of the public, MPs, local Members, and senior managers.
KNOWLEDGE	<ul style="list-style-type: none"> • In depth knowledge of SEN legislation, primarily the Children and Families Act 2014, the SEN Code of Practice, the SEND regulations, the SEND Personal Budget regulations, the SENDT Appeal Process, Disability Discrimination, and the Equalities Act. • Detailed knowledge of legislation relating to the administration of complaints. • Commitment to equalities and promotion of diversity in all aspects of working. • Awareness of GDPR and confidentiality issues.
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p>

	<p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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