

Kent County Council

Job Description: SEND Tribunals Officer

Directorate:	Children, Young People & Education (CYPE)
Unit/Section:	Special Educational Needs and Disability (SEND)
Grade:	KSF
Responsible to:	SEND Tribunals Team Manager

Purpose of the Job:

To take responsibility of a caseload of appeals on behalf of the local authority.

To provide a comprehensive, coordinated, and efficient response to the Special Educational Needs and Disability Tribunal (SENDIST).

Main duties and responsibilities:

- Respond to appeals to the Special Educational Needs and Disability Tribunal (SENDIST), including the writing and preparation of the authority's response to appeals, request and gather evidence and respond to case directions and orders, ensuring all judicial deadlines are met.
- Represent KCC at SENDIST hearings and pre-hearing meetings, TCMHs and JADRs online and in person.
- Represent KCC at mediation online and in person.
- Triage cases and provide clear case directions for discussion with the Tribunal Team Manager as well as provide weekly caseload summary of work completed, timescales and tribunal deadlines.
- Prepare LA responses to appeals and submit with evidence, respond to case orders and directions, ensure all judicial deadlines are met in good time
- Support early resolution of appeals through supporting proactive case management
- Maintain positive and effective relationships with, parents, schools, social care, health, and voluntary organisations ensuring that the required/directed evidence is received to meet judicial deadlines.
- Maintain local authority databases including Synergy on a 'live' basis, ensuring all records are kept up to date and accurate ensuring that any errors are corrected to ensure a high level of data quality.

Footnote: This job description is provided to assist the job holder to know what his/her 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 Tribunals 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	• Educated to Level 3 or proven equivalent experience. • Good basic education and competency in numeracy and literacy.
EXPERIENCE	• Practical experience in a relevant field to include working with parents/carers and schools in challenging situations. • Experience of a customer or service-user facing environment. • Experience of managing conflicting priorities.
SKILLS AND ABILITIES	• Good negotiation skills and high level of interpersonal and communication skills at all levels. • Good organisational skills and ability to plan workload and prioritise effectively to meet specified timescales. • ICT literate with accurate record keeping skills. • Ability to work under pressure and manage conflicting pressures using appropriate initiative in a professional manner and in accordance with national, local, or statutory timescales. • Effective written and verbal communication skills with wide range of audiences including diplomacy, sensitivity, and challenge without the use of jargon. • To effectively organise, plan and deliver own tasks and workload to meet judicial timescales and outcomes. • Resilient. • Ability to analyse and interpret information from a wide range of sources including professional reports to convey information in a range of appropriate formats fit for intended audience. • Ability to establish effective working relationships and to deliver challenge without creating conflict.
KNOWLEDGE	• Good understanding of current SEN legislation and its application within the context of Kent. • Knowledge of Data Protection, GDPR and confidentiality issues.

**KENT VALUES AND
CULTURAL
ATTRIBUTES**

Kent Values:

- 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

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

Externally Focused - Residents, families and communities at the heart of decision making