Role profile

**Lead EHCP Officer**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | SEND |
| **Reports to** | Assessment/EHCP Strategic Lead |
| **Job family** | Professional and Technical |
| **Grade**  | H |
| **Political restricted?** | N |
| **DBS required?** | Y – Enhanced plus barred list Child and Adult |
| **Date**  | May 2025 |
| **JE Code** | JE2724 |

Key deliverables

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| **1** | As a Lead Education Heath Care Plan Officer, the role will support the team through effective line management of the SEND EHC Assessment and Review Officers to ensure statutory assessments and reviews happen in a timely and accurate manner and meet the national performance indicators. |
| **2** |  Collect, analyse and report data to drive improvement to the Assessment/ EHCP strategic lead through monthly KPIs and a highlight reports. Lead, participate and contribute to the ongoing improvement of the SEND Local Area by working as part of the SEND Partnership in line with our SEND Strategy. |
| **3** | . Work in collaboration with the Tribunal Lead to ensure tribunals and mediations are managed accordingly, supporting with delivery of operational work within this area. |
| **4** | Lead the team in making sure there is accurate management of top up/ EHCP funding for children and young people with SEN support plans and EHCPs ensuring resources are effectively managed with maximum impact. Support the Assessment/EHCP Strategic lead with the management of the overall budget taking into consideration the pressured High Needs Block. |
| **5** | In collaboration with the Data and Placement Officers, ensure the team are effectively updating the Capita ONE system and caseload tracker to keep it up to date and accurate, enabling effective data management and ensuring children and young people are placed in a timely manner. |
| **6** | Attend, record and support the facilitation of EHC co-production meetings and/or annual reviews to ensure all parties are adhering to statutory regulations and meeting Local Authority Guidelines and ensure high quality EHCPs that meet the whole need of the child or young person.  |
| **7** | Keep up to date with current and new legislation including local and national policy to effectively communicate, verbally and in written form, SEND legislation and local processes to all stakeholders (including internal colleagues, schools, families and young people). Present clear information and provide direct advice to encourage parents/carers, children, young people and schools to positively engage with the outcomes and coproduction of EHC plans and/or reviews, maintaining the values and principles behind the local SEND strategy. This may at times require having face to face meetings. |
| **8** |  Through effective line management make sure the team are fully equipped to deliver their roles through high quality induction, training and supervision enabling them to have the skill set to lead on assessment or review work depending on the needs of the business. |
| **9** | Manage complaints in the absence of the Assessment/ EHCP strategic lead covering senior responsibilities as appropriate. |
| **10** | Enhanced plus barred DBS – Working within regulated activity providing advice/guidance on physical, emotional or educational wellbeing.  |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Relevant degree or equivalent level qualification. |
| **2** | At least 3 years’ experience of working in an educational environment local government or other relevant field with an understanding of current Special Education Needs principles and procedures and current legislation related to SEN and Disability Discrimination Act. |
| **3** | Experience of working in a senior role and or / experience of line managing team members. |
| **4** | Excellent ICT skills including the use of word, power point, excel, AI tools and Capita ONE. |
| **5** | Highly developed organisational skills, ability to plan ahead, prioritise workload and pay attention to detail. |
| **6** | Effective written and verbal communication skills, ensuring EHCPs can be produced with a high-quality ability to deal with families and professionals who may be anxious or unhappy with the decisions made. |
| **7** | Experience and ability to manage and hold Local Authority decisions when stake holders may voice dissatisfaction at outcomes. |
| **8** | Can work effectively as both part of a team whilst being able to work on own initiative and take responsibility for own workload. |
| **9** | Be resilient in the changing landscape of SEND showing ability to be flexible and work to the needs of the ever-changing business. |

Job family

**Professional and Technical (Grade H)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Professional and Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing city council assets, the development of policies and procedures and the strategic direction of the functions they support.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level roles will have many day-to-day professional, technical and management issues to deal with but must also take a longer-term view of the service sector they support, assessing its changing needs and demands and making significant contributions to resource planning. This will see job holders dealing with serious issues without recourse to managers and making autonomous decisions based upon their specialist knowledge and dedicated experience.

**The knowledge and skills required**

The broad knowledge requirement needed to deal with the technical and business challenges of roles is usually underpinned by an appreciation of the theoretical basis of the particular discipline such that job holders can fall back on the first principles of their specialism to make decisions and offer advice.

This level of knowledge is often indicated by the need for a degree level education in the relevant field, but for some roles this is substituted by a significant level of on the job training and focussed experience such that the level of expertise confers a similar level of authority.

While the majority of roles will have demands for manual dexterity in relation to typing and similar functions, other jobs at this level will use a range of equipment requiring precision in their use and handling.

**Thinking, planning and communication**

Job holders will use their professional expertise to deal with complex, pressing issues on a day to day basis, but will also look well ahead and take a more strategic view of their project and service delivery objectives, shaping their teams’ composition, approach and operating procedures in accordance with wider service goals mandated by service management.

At this level, the information exchanged with internal and external colleagues, and members of the public will call for developed communication skills on the part of the job holders. Matters will be technically complicated, requiring careful explanation, or sensitive, requiring significant listening skills to interpret information and provide appropriate advice.

**Decision making and innovation**

Job holders will have the freedom to interpret policy and broad operating guidelines in order to shape their teams’ detailed approach to meeting their corporate objectives and targets. They will deal with escalated, multi-faceted problems independently and will tend to only consult their manager on fundamental policy or resource issues.

**Areas of responsibility**

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

External facing roles will focus on the needs of people, whether external service users or partners and will be responsible for high impact decision making and the implementation of appropriate programmes on behalf of individuals or groups of people or enforcement of regulations which have direct and significant consequences upon those served. Such roles are likely to have at least one other elevated level of responsibility for such elements as finance, information assets, equipment or premises.

Internal roles are likely to have this pattern reversed, with the weightiest responsibility for highly valuable or significant financial and non-financial assets, but somewhat less accountability for the assessment of needs of individuals and groups.

Jobs will generally have formal line management responsibility and will not only allocate and check work, but also be directly involved in assessment, recruitment, and other human resource related procedures. Posts that do not have this level of managerial responsibility are likely to have compensatory levels of accountability in relation to the users of city council services, finance or other major asset(s).

**Impacts and demands**

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently complex, demanding of lengthy periods of concentrated mental attention while also managing high levels of work-related pressure.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.