

Role profile

EHC Education Delivery Manager

Our values:

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

Service	SEND
Reports to	Head of SEND
Job family	Strategic Leadership
Grade	Leadership 10-13
Political restricted?	N
DBS required?	Y - enhanced
Date	May 2025
JE Code	TBA

Key deliverables

1	In collaboration with the SEND Partnership and the EHC Quality Practice Lead (Specialist Teacher), ensure that Education, Health and Care Plans (EHCPs) are of high quality, valuable, and accurately reflect the needs of children and young people in alignment with the SEND Strategy priorities.
2	Collaborate with placement and data Officers to ensure children and young people with an EHCP are placed in suitable settings. Work alongside colleagues to develop a thorough understanding of placement requirements.
3	Ensure all staff are effectively trained to model and deliver advice within schools, settings and work directly with children and young people ensuring practice is in line with legislation.
4	Provide supervision to the Educational Provision Teachers and the Educational Provision Practitioners. Deputise for the Head of SEND when required, including providing management cover within school holidays.
5	Take full responsibility in the teams' delivery of direct teaching work ensuring that it is evidence based and lead the service in analysing data to ensure all pupils are making progress and children / young people are receiving their legal educational entitlement.
6	Lead informal mediation and dispute resolution in relation to placement (Section I) and contents of plan (Section F) for children and young people with EHCPs and act as an expert witness for the local authority in SEND tribunals when required.
7	Lead the development of resources and clearly communicate SEND legislation and local processes to all stakeholders. Provide information and advice to encourage parents, carers, children, young people, and schools to engage positively with EHC plans outcomes and coproduction.

8	Provide direct consultation to schools and other professionals on the most complex cases, including, within Milton Keynes Special Schools and Independent provisions where necessary.
9	Manage the Education Provision Lead and oversee educational sessions, ensuring cost-effectiveness while modelling best practices for teaching and intervention with children who have complex needs and challenging behaviours.
10	Ensure that the team is informed about current and new legislation as well as national and local policy, so that their work aligns with these guidelines.
11	Collaborate with the Tribunal Lead to ensure tribunals and mediations are managed effectively, supporting the operational work within this area. Ensure complaints, FOIs, and subject Access requests are handled promptly concerning the service area.

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

1	Relevant teaching or post graduate degree or an equivalent qualification, with at least 3 years of senior leadership experience in education or local government.
2	Thorough knowledge of current Special Education Needs principles, procedures, and legislation related to the SEN and Disability Discrimination Act.
3	Leadership qualification and/or experience in middle or senior school leadership, with the capability to anticipate, lead, and manage change.
4	Strong organisational skills, with the ability to plan ahead, prioritise tasks, and manage the workload of the service.
5	Experienced in various teaching styles and approaches, with the ability to observe and evaluate teaching practices and provide recommendations at both individual and team levels. Ability to Inspire, challenge, motivate and empower others to reach ambitious outcomes.
6	Ability to implement changes in practice, team structures, and collaborative working methods in alignment with local and national directives. A highly creative approach to developing innovative solutions and promoting best practices across own and partner organisations.
7	Excellent written and verbal communication skills to empower staff to create high-quality EHCPs and handle concerns from families and professionals regarding EHCP decisions.
8	Ability to think and act strategically in the short, medium, and long term within your area of influence and support others. Be resilient, flexible, and adaptable to the evolving needs of the SEND landscape.
9	Proven budget management experience in high-pressure settings. Expert skills in ICT, including Microsoft packages, AI tools, and Capita ONE.

Job family

Strategic Leadership (Grade N)

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

The essential characteristic of Strategic Leadership jobs is that they bear responsibility for the planning and development of the city council's approach to its statutory and elective aims, maximising efficiency, value for money and the quality of service delivery across entire operating functions.

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 job holders report to a Group Head and are responsible for the development and implementation of strategy relating to several large and/or wide-ranging services within that group. Roles carry very significant responsibilities for finance and a range of other non-financial assets.

Job holders will make autonomous decisions and lead the management of change throughout the group.

The knowledge and skills required

Job holders require advanced theoretical knowledge to make appropriate judgements and decisions at this level. In addition, job holders will maintain ongoing professional development and have a thorough understanding of external legislative and societal change, as well as a deep understanding of the city council's operational structures which both support and depend upon the job holder's actions and advice. Roles will be professional experts, providing expert leadership across a number of services.

Thinking, planning and communication

Job holders will use their professional expertise to deal with highly complex, pressing issues including change initiatives and risk management across a range of services. They will also look well ahead and take a long-term, strategic view of their project and service delivery objectives over several years into the future, shaping their service's composition, approach and operating procedures in accordance with wider goals mandated by group management.

The information exchanged at this level will be routinely complex, contentious in nature and/or highly significant to the city council's reputation. Job holders will, however, have additional demands placed upon them by the need to persuade others to adopt courses of action they may not otherwise wish to take, based on evidence-based and reasoned argument. This will occur in written interactions but can also be the case in face to face verbal exchanges where job holders will advocate the city council's position in response to opposing opinion in a formal or informal setting.

Decision making and innovation

The limitations to job holders' decision making will be only the broad policy and practice guidelines that exist at both a corporate and even national/professional level. At this level of autonomy, job holders will be the final arbiter of many escalated technical and professional disputes and problems. They will report to a Group Head and will devise and implement strategic plans and policy in relation to several service areas.

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.

Roles will focus on the needs of external service users or partners and will be responsible for critical day to day decisions with legal and reputational dimensions and the development of directorate level policy and functional procedures.

In addition, such roles are likely to have very high levels of responsibility for such elements as finance (very substantial budget management), information assets (council-wide systems) or premises (of extremely high value and critical operational importance).

Job holders will have full line management responsibility over several service areas, each with their own full management structure and featuring highly diverse specialties and employee profiles.

Impacts and demands

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently very complex, demanding of particularly lengthy periods of concentrated mental attention. Job holders will also manage very high levels of work-related pressure from deadlines, interruptions or conflicting demands.

At this level, 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.

Job holders 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 at this level will find themselves very occasionally exposed to some disagreeable, unpleasant or hazardous working conditions.