



Job Profile

Education Support Service Manager

Grade: Soulbury 17 – 20 (+3 SPA)

Group: Children, Adults and Families

Service: Education, Schools and Inclusion

Location: Dryden Centre

Line Manager: Service Director

Car User Status: Casual

Job Purpose

To provide leadership of the Education Support Service, working in partnership with schools and other Council teams.

The key roles of this post will include:

1. To co-ordinate and line manage the work of the following teams; Behaviour Support, Schools' Admissions, the Legal Intervention Team, Elective Home Education, Schools' Exclusion & EOS team and Education Welfare.
2. To provide leadership and management oversight of key aspects of education support including, but not exclusively those pertaining to safeguarding, attendance, exclusions, admissions, fair access and alternative education.
3. To manage the budget(s) and finance for the service, including the use of the Council's Financial Management system (Agresso).
4. To develop and maintain the service business plan and where appropriate SLA with schools and academies.
5. To work with other departments within the LA to ensure that there is a sufficient supply of school places.
6. To work closely with the senior management teams of schools, health, the local authority and other services to make sure that they have an awareness of relevant policies pertaining to vulnerable children and young people and to advise on appropriate responses.
7. To ensure that all vulnerable children and young people receive education and education support including where necessary the commissioning of alternative provision.
8. To develop and maintain systems for recording data on pupils including those not accessing alternative education and produce agreed reports.
9. To have an understanding of the statutory processes with regard to safeguarding, attendance, admissions and fair access etc. ensuring that the requirements are met.
10. To provide reports and statistical returns to the DfE as/when required.
11. To provide annual monitoring and evaluation reports to LA personnel and schools/academies as well as to the Gateshead Safeguarding Children Partnership, Overview & Scrutiny Committee, Cabinet, Portfolio Holders and members etc. as/when required.
12. To deputise for the Service Director of Education, Schools & Inclusion on the Gateshead Safeguarding Children Partnership and subsequent subgroups.



13. To work in partnership strategically with the local authority, health, social care and other services to provide holistic support and intervention to children, young people and their families.
14. To liaise with families in relation to all functions within the service as and when needed.
15. To provide training to schools/academies and other services as requested.
16. To ensure that the service adapts to changing national and local agendas.
17. To ensure the focus of the service is in line with the principles of the Council's Thrive Agenda.

Knowledge & Qualifications

Essential:

Knowledge

- Key issues and challenges in education today especially with regards to safeguarding
- Processes including School admissions, Pupil Placement Panel and Fair Access Panel
- Home Elective Education and Alternative Education
- Safeguarding Children Partnerships

Experience

- Recent successful experience of leading a team of professionals
- Experience of managing, setting & monitoring budgets
- Producing high quality reports for a varied audience including other professionals
- Proven record of being able to manage a number of areas simultaneously
- Working under pressure and delivering to deadlines
- Effective multi-agency working
- Working independently, and also as part of a team

Qualifications

- Degree or equivalent

Skills

- Excellent communication and presentation skills
- Ability to show initiative and be flexible in order to be effective
- Good knowledge and practical use of information and communication technology
- The ability to develop effective partnerships and networks
- Ability to plan and deliver effective training and development programmes which meet identified needs
- Ability to be a self-starter with the resilience and ability to plan individual programmes of work and achieve positive outcomes



Personal Requirements

- Access to a car with current valid driving licence and appropriate insurance or means to mobility support
- Willingness to work outside of normal office hours

Desirable:

Knowledge

- Developing and maintaining systems to record data and produce reports
- Service Level Agreements with schools & academies

Experience

- Recent successful experience of leading a Council education team
- Experience of managing, setting & monitoring council budgets
- Experience of working closely with senior school leaders including Headteachers

Qualifications

- Post-graduate or management qualification



Competencies

Self Awareness	Is self-aware, learns continuously and adapts behaviour in response to feedback.
Personal Effectiveness	Makes things happen, operates with resilience, flexibility and integrity.
Communication	Shares and listens to information, opinions and ideas using a range of effective methods.
Delivering Results	Promotes customer focused service delivery. Plans and prioritises and learns from mistakes.
Joined Up Working	Promotes collaborative relationships with other services and colleagues in order to improve service delivery.
Improving Delivery	Seeks out the best way to deliver services, promotes innovation and learning and manages risks.
Motivating Teams and Individuals	Creates the right environment for teams and individuals to perform at their best.
Managing Team and Individual Performance	Gives clear direction and feedback to maximise performance.
Managing Diversity	Treats individuals with respect and consideration, takes employee policy and practice seriously.