*This template is to be used for grades NCC-I up to NCC-K inclusively

Post Title: Service Manager-SEND
Grade: K

Job Purpose

To lead, manage and monitor the delivery of Children's Services for children and young people aged 0–25 years and their families. This includes oversight of all service functions, ensuring the achievement of performance indicators and targets, and providing management support.

The post holder will lead the delivery of services in line with statutory responsibilities, national policy and local priorities, ensuring strong governance, performance management and continuous improvement. They will be accountable for service planning, resource management and quality assurance, and for creating a culture of child centred, strengths based and evidence informed practice.

Working collaboratively with partners, senior leaders and stakeholders, the Service Manager will ensure that services are well managed, financially sustainable and responsive to need, while providing professional leadership to managers and staff to support effective practice, workforce development and positive outcomes for children and families.

The Service Manager Specialist Services is responsible for the leadership, management and quality assurance of specialist SEND services, ensuring that children and young people with special educational needs and disabilities receive timely, compliant and effective support. The postholder will promote inclusion, collaborative working and improved outcomes for children, young people and their families.

Service Leadership Expectations

As a service leader you will be expected to demonstrate our core behaviours, built around four central themes:

- **Leading People**: by building high performing teams, empowering and motivating others and being a role model for the organisation and its values.
- **Equality Diversity & Inclusion**: by creating a culture of respect and inclusivity in the services we provide and embedded within our workforce. Ensuring Equality, Diversity and Inclusion, are fully considered in all our decisions and we give due regard to advancing equality.
- **Change & Innovation**: by driving change and a culture of continuous improvement, exploring new and innovative ways to design and deliver our services.
- **Collaboration**: by working across boundaries, building relationships and creating joined up services to deliver the best outcomes for the people of our city.

Specific Duties

1. Actively promote and embed Equality, Diversity and Inclusion through all actions and in accordance with the organisation's EDI Strategy and objectives.

2. Ensure good financial management and assist in maintaining financial sustainability by adhering to the Council Financial Accountabilities Framework and Financial Regulations.

3. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work

4. Ensure potential efficiencies are maximised and the service is delivered to ensure good value for public money. Contribute to the development of, and gain support for, the Council and Director Area's shared values, vision, policies, objectives and strategies.

5. Shape and influence an environment which enables excellent practice by setting high standards and motivating others to do the same. Provide a safe, calm and well-ordered environment for all staff, ensuring that processes are fit for purpose and efficient.

6. Provide strategic and operational leadership for SEND services, ensuring full compliance with statutory duties under SEND legislation and driving improved performance, quality, timeliness and outcomes for children and young people with SEND.

7. Lead service improvement and assurance, using performance data, audit findings, feedback from families and inspection outcomes to identify risk, address weaknesses and deliver sustained improvement across SEND pathways and provision.

8. Lead system-wide partnership working, working collaboratively with education settings, health partners, social care and wider stakeholders to deliver integrated SEND services and ensure children, young people and families are at the centre of decision-making.

9. Contribute to and communicate the strategic vision for Children's Services which inspires, motivates and encapsulates the organisation commitment to supporting families, protecting children and providing safe and stable childhoods for children in public care. Champion this vision and drive this with all staff so that it is applied to everyday practice. Continuously evaluate how best to keep the vision a reality and the team engaged with it.

10. Manage and support managers and staff, promoting professional standards, effective supervision, workforce development and a culture of continuous improvement.

11. Ensure effective governance and quality assurance, including oversight of performance, compliance with policy and procedures, and timely action to address risks or areas for improvement.

12. Lead service planning and resource management, including budgetary control, demand management and effective use of resources to deliver sustainable services.

13. Contribute to service development and change, supporting the implementation of improvement programmes, responding to national and local policy initiatives and embedding learning into practice.

14. Be accountable for the development and application of practice and policy. Facilitate constant reflective thinking about the welfare of families, the safety of children and the

wellbeing of staff. Share practice, knowledge and expertise underpinned by theory and the best evidence

15. Exercise budgetary responsibilities including assessing care packages from a financial perspective and ensuring there is no overspend. Produce projections to meet key financial timescales and minimise the use of agency staff and associated spend.

16. Reflect upon the confidence of practitioners and adapt management and leadership style according to the needs of individuals and the organisation. Protect practitioners from unnecessary bureaucratic or hierarchical pressures and have in place strategies to help manage the root causes of stress and anxiety. Continually energise and reaffirm commitment to support families and protect children.

17. Conduct annual appraisal of staff whom the post holder has responsibility for and ensure it is undertaken in accordance with Directorate policies. Strike a balance between employing a managerial, task-focussed approach and an enabling, reflective leadership style to achieve efficient, day-to-day functioning

18. Work to range of legal options to support investigation and protection and apply permanence options. Exercise statutory powers where social work assessment shows that families require help and support and children are at risk of significant harm, ensuring that actions are proportionate to risk. Support practitioners to always communicate clearly, honestly and respectfully the purpose and content of the social work plan.

19. Recognise and commend hard work and excellent practice, build the confidence and competence of and the wider social work team to create a culture of challenge and support.

20. Support, coach and mentor other members of the team and be a champion in Signs of Safety, including to social work students on practice placements in the team, support with onboarding. Support and assess newly Qualified Social Workers.

21. Lead the implementation of national and local Children's Services reforms, ensuring that changes to policy, practice models and statutory guidance are understood, embedded and consistently applied across the locality.

22. Work collaboratively with partner agencies—including health, education, housing, and the voluntary sector—to codesign and deliver reform activity, strengthening multiagency pathways and ensuring that children and families experience coordinated, outcome focused support.

Numbers and grades of any staff supervised by the post holder:
Line manages up to 2 Team Managers

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use

it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer; the responsibility level of any other duties should not exceed those outlined above.

Produced by: Claire Bale- Director of Education

Date: May 2026

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Person Specification:

Area of responsibility	REQUIREMENT	MEASUREMENT		
		A	AC	D
Vision, Strategy and Delivery	Experience as a service leader in a complex organisation, with experience of; - Delivering against outcomes and creating clear objectives - Creating a culture of continuous improvement - Commercially aware with strong analytical skills - Awareness of key issues in your market and for the city of Nottingham	✓	✓	
Leading People	Evidence of successfully leading teams, with experience of; - Motivating people and creating high performing services - Empowering others to take decisions - Successfully managing wellbeing and resilience - Ability to plan for the future, with effective workforce planning skills	✓	✓	
Change and Innovation	Able to lead service through change, with experience of - Evidence of leading change programmes, bringing others on the journey with you. - Identifying and delivering innovative service delivery models - Able to create a culture of continuous improvement	✓	✓	
Collaboration	A collaborative leader, with evidence of - successfully in partnership across different sectors and fostering / harnessing partnerships. - Able to develop a culture of collaboration. - Political acumen and able to develop productive relationships with senior figures within an organisation	✓	✓	
	A strong focus on ability and personal commitment to equality, diversity and inclusion, with evidence of:	✓	✓	

Equality, Diversity and Inclusion	- Delivery of inclusive services, understanding the challenges faced and how they can be overcome. - Evidence of developing people and services/teams recognise, respect and value individual needs to achieve a culture of inclusivity. - Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.			
Technical Skills and Knowledge	Advanced expertise in SEND legislation and statutory frameworks, including the Children and Families Act 2014, SEND Regulations and SEND Code of Practice (0–25), with the ability to interpret and apply requirements at a strategic and operational level.	✓	✓	
	Strong analytical and performance management skills, with the ability to use SEND data, quality assurance activity and inspection intelligence to identify risk, drive improvement and ensure statutory compliance and high-quality outcomes.	✓	✓	
	Evidence of significant post qualifying study	✓	✓	✓
	Evidence of Leadership and Management qualifications	✓		✓
	Evidence of professional leadership and decision-making. Ability to make and support evidence-based decisions in complex situations, providing clear direction, challenge and oversight to managers and staff.	✓	✓	
	Evidence of operational and strategic planning Skilled in translating strategic priorities into effective operational plans, managing demand and aligning resources to deliver sustainable services.	✓	✓	
	Evidence of Service performance and quality assurance. Ability to monitor, analyse and improve service performance using quality assurance processes, ensuring compliance with statutory requirements and professional standards.	✓		
	Professional curiosity	✓		

	Collaborative, able to work in partnership	✓		
	Full UK driving licence and access car insured for business use	✓		✓
	Relationship building skills, socially confident and adaptable	✓		
	Emotionally resilient	✓		
	Strong writing and reporting plus evaluative skills to and advanced level	✓	✓	
	Ability to work outside normal office hours	✓	✓	
	Must be willing to undertake a DBS check at the appropriate level.	✓	✓	✓
	Ability and willingness to travel both inside and outside the council area as required	✓	✓	
	In accordance with Part 7 of the Immigration Act 2016 (Fluency Duty), the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.	✓	✓	
	Take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self–service to achieve maximum cost effectiveness	✓	✓	
	Undertake other duties within the general scope of the post.	✓	✓	
	Demonstrates strong leadership in safeguarding practice by ensuring that all team members understand and comply with safeguarding principles and procedures relating to children and vulnerable adults. Able to identify and escalate potential signs of abuse or neglect and ensures appropriate action is taken in line with the Nottingham City Council Safeguarding Policy. Embeds a proactive safeguarding culture within the team by promoting professional curiosity, providing guidance, and ensuring that the welfare and protection of children and vulnerable adults are prioritised in all service delivery.	✓	✓	
Qualification requirement	Qualified Teacher Status (QTS) or an equivalent teaching qualification recognised in England	✓		✓
Continued Professional Development (CPD)	Evidence of significant post qualifying study and ongoing professional development relevant to statutory children's social care, including leadership, supervision and practice development.	✓	✓	✓

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A - Application	AC – Assessment Centre	D - Documentary Evidence