

# Job Description – SEND Sufficiency Officer

<b>Role Profile</b>	Specialist Band I
<b>Service/Team</b>	Place Planning
<b>Reports to</b>	Tanya Smith
<b>Responsible for</b>	N/A
<b>Number of posts</b>	1
<b>Post number</b>	TBC
<b>Career Grade</b>	Grade I

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by assisting with the development of BCPs SEND Sufficiency Strategy**

## Job Overview

Supporting the Service Lead with the development of BCP's SEND Sufficiency Strategy as part of the SEND Improvement Plan and Inclusion Strategy, specifically, the development of SRPs and Special School expansion projects.

## Key Responsibilities

- Working across services, co-ordinate the delivery of SEND Sufficiency projects, ensuring team members produce high-quality outputs aligned with project objectives. Coach others to understand the planning, development and delivery of projects using project processes and contribute to the success of the entire team by encouraging open communication, celebrating achievements, and providing constructive feedback.
- Foster an environment that welcomes new ideas and is positive about change. Use curiosity and creativity to recommend and implement more effective ways of working that enhance customer experience.
- Use established systems to track key programme metrics, manage benefits, and highlight variances and trends. Ensure the smooth running of governance arrangements, contributing to the effective management and control of project progress. Regularly review quality to assess risks and take proactive measures to mitigate them.
- Build strong partnerships within the Council and with other stakeholders, including education, strategic commissioning, social care, health, and private and voluntary sectors. Work collaboratively to commission innovative, flexible, and sustainable services that meet the diverse needs of the SEND population.
- Support the Service lead in the analysis necessary to undertake work agreed as part of the Joint Strategic Needs Analysis Assessment. Assist in the coordination and co-production of updated data and information including live data obtained 'at the front door' ensuring evidence based decision making.
- Support the development of systems that enable the commissioning of high-quality SEND provision in line with national and local indicators including 5–10-year projections, ensuring resources are used efficiently to meet the needs of the 0-25 population.

- Establish processes to interpret business cases and provide specialist advice on achieving DSG recovery plan targets and SEND improvement outcomes. Recommend changes to ensure effective implementation, contributing to continuous improvements in project delivery and service quality.
- Take a proactive approach to managing a complex case load, understanding and addressing diverse customer needs. Provide complex and specialist advice on a range of issues, using analytical skills to interpret customer data and highlight relevant trends to support informed decision-making.
- Coordinate workflows and systems to ensure efficient project management. Present information and recommendations clearly and effectively, making evidence-based, outcome-focused decisions using proactive risk management.
- Use strong interpersonal skills to develop solutions to complex or contentious problems where options may be unclear or conflicting. Collaborate across different areas of work to identify and implement improvements in efficiency and service continuity.
- Contribute to the development of policy and procedures within your area using insights from customer data and feedback. Maintain authoritative knowledge of relevant work practices, legal and regulatory requirements, and best practices, ensuring compliance and broader commercial awareness.
- Build and maintain relationships with customers and stakeholders, recognizing the impact on service outcomes. Appreciate diversity among customers and colleagues, considering specific needs when making decisions. Resolve barriers to collaboration by communicating openly and addressing unhelpful behaviour.
- Continuously develop your own knowledge and skills through exposure to different activities and by learning from experienced colleagues.
- Plan and organize your own workload in an environment with changing demands and tight deadlines. Within set guidelines, deploy resources when necessary to respond to customer problems or emergency situations.

### **Specific Qualifications and Experience**

- Relevant professional degree (or equivalent experience) with clearly evidenced continuous professional development
- Good knowledge of ICT including Microsoft Excel, Word, Outlook, Powerpoint, and other programmes relevant to the role
- Authoritative knowledge of the work practices, processes and procedures (including legal and regulatory requirements and the risks of non compliance) relevant to own area of work

## **Personal Qualities & Attributes**

- High level of resilience with the ability to remain calm under pressure.
- Effective interpersonal skills with the ability to develop solutions to complex or contentious problems where there are a range of options and the information is unclear or conflicting.
- Effective communication skills, with the ability to resolve any barriers to collaborating with others by communicating openly and challenging any unhelpful behaviour
- Plan and organise own workload in an environment of regularly changing demands and challenging deadlines.

## **Job Requirements**

- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.

**This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.**