

Role Profile Addendum

Job Title:	Appeals and Resolutions Officer
Role Profile Reference Number:	IFS030
Role Profile Title	SEND Case Officer II
Directorate	Children's Services, Education and Skills
Service area	SEND Service

Specific responsibilities associated with this position

- Manage an allocated caseload of SEND Tribunal appeals from registration through to conclusion, ensuring appropriate case progression, effective prioritisation and compliance with statutory requirements, Tribunal directions and procedural deadlines.
- Prepare, draft and coordinate Local Authority responses, case statements, written submissions, working documents, evidence bundles and other Tribunal documentation, ensuring accuracy, completeness and timely submission.
- Identify, obtain, review and analyse relevant professional evidence, including educational, health and social care assessments, school consultations and other supporting documentation. Identify evidential gaps, inconsistencies and matters requiring further clarification to support the Local Authority's position.
- Liaise and collaborate with parents, carers, young people, educational settings, professional witnesses, legal representatives and internal service areas. Coordinate case planning meetings, witness preparation and the timely exchange of information to support effective Tribunal proceedings.
- Support the early and proportionate resolution of disputes through constructive engagement, mediation, negotiation and case resolution discussions. Identify opportunities for settlement and escalate proposed concessions or agreements for appropriate management authorisation.
- Attend and represent the Local Authority at SEND Tribunal hearings, case management hearings and Judicial Alternative Dispute Resolution proceedings. Coordinate witness attendance and support the effective presentation of the Local Authority's case.
- Ensure casework complies with relevant SEND legislation, statutory guidance and Tribunal procedural requirements. Identify, assess and escalate legal, financial, operational and reputational risks, including evidential weaknesses, potential non-compliance and matters requiring specialist legal advice or management decisions.
- Communicate Tribunal decisions, orders and agreed outcomes to relevant service areas, coordinating and monitoring the implementation of required actions, including

amendments to Education, Health and Care Plans, placement arrangements and associated statutory obligations.

- Maintain accurate and up-to-date case records, correspondence and appeal information within designated systems. Monitor caseloads, deadlines, case progression and outcomes, providing management information and identifying emerging trends, recurring issues and opportunities to improve service performance, quality assurance and statutory compliance.
- Undertake such other duties and responsibilities as may reasonably be required from time to time, commensurate with the nature, responsibilities and grade of the post, to support the effective delivery of the service.

Specific person specification associated with this position

- Degree or high level of relevant experience in education or within a legal context
- Evidence of in-depth training related to legal and/or SEND processes
- High level of resilience, emotional intelligence, calm under pressure
- High level of organisational skills and highly efficient time management skills.

Other requirements for this position

- **Health Surveillance:**

Will the postholder be exposed to hazards that will require health surveillance? No

- **Politically Restricted Posts:**

Is this post politically restricted? No

- **Lone Working:**

Will the postholder be required to work alone? No

- **Supplementary Payments (eg Recruitment & Retention payment):**

Is there any approved salary supplement in place for this role? No

- **DBS Check:**

Will the postholder require a DBS check? Yes

- **Career Grade/Career Pathway**

Is there an established career grade or career pathway in place for this post? No

For P & R Use Only:

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Date Saved: 23/10/2026