**Job Description**

**SEND Improvement and Quality Assurance Officer**

**Role Profile** Grade J

**Service/Team** Education and Skills, SEND

**Reports to** Quality Assurance and Development Manager

**Responsible for** None

**Number of posts** 2 FTE

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by reviewing, analysing and making judgements on the compliancy, quality and impact of services and interventions to children, young people with SEND and their families. This informs future professional practice and service delivery ensuring Children, Youth People and their families receive a good service that impacts positively on their lives.**

**Job Overview**

To support the strategic development of the SEND Service by leading and delivering on the SEND Improvement and Quality Assurance framework by undertaking quality assurance systems and monitoring tools and other activities to inform the delivery of good quality and professional practice for children and young people with Special Education Needs and Disabilities.

## Key Responsibilities

* Delivery of good quality analytical Quality Assurance Framework including thematic, deep dive reviews, dip samples, and individual reviews.
* To produce analytical reports including qualitative and quantitative data, findings, recommendations for improvement and that demonstrate impact of the Quality Assurance Framework. Plan for and lead on required identified actions to improve to SEND services and effective processes. To lead on actions required for improvement of SEND practices contributing to improved outcomes for children and their families.
* To effectively engage children, young people and their families in the operational work in evaluating services by ensuring Children, Young People and their families voices are reflected in Quality Assurance activity.
* Lead, develop or facilitate on the delivery of learning resources and materials from the Quality Assurance Framework activity and other Quality Assurance activities.
* Collaborate on the development, alignment and execution of departmental procedures to promote consistency, compliancy and sustained high quality procedures.
* To work collaboratively with families, practitioners, managers, and professional partners, to reflect on practice to and lead on improvement.
* Extensive and up to date knowledge of the work practices, processes and procedures (including legal and statutory requirements and the risks of non-compliance) relevant to the service, including case law, statutory guidance and legislation.
* Contribute to the strategic direction of the SEND service by helping to influence and develop strategic business plans, policy and procedure using information and data from the Quality Assurance activity.

## Specific Qualifications and Experience

* Educated to degree level or equivalent substantial knowledge in the area of SEND
* IPSEA qualification Level 2, desirable Level 3
* Extensive experience of working across a range of Children’s Services areas and with partners, such as schools, colleges, social care, health and other local authority services.
* Experience of undertaking a range of high-quality audits / dip samples SEND Quality Assurance including thematic reviews at pace.
* Experiences of engaging practitioners, managers, children, young people, and

families in the Quality Assurance process.

* Experience of writing detailed reports with clear

recommendations and actions to improve practice and services.

* Experience of identifying thematic reviews, creating associated training packages and facilitating or delivering to services and partners.
* Substantial level of knowledge of the legislative and inspection frameworks in

children’s services including understanding what ‘good’ and ‘outstanding’

practice looks like.

* Experience of using electronic case record systems, i.e., Synergy and Invision 360.
* Experience of using Microsoft Office and other relevant software.
* Open and transparent approach using all feedback as an opportunity to improve

## Personal Qualities & Attributes

* High level of resilience, attention to detail, emotional intelligence, ability to work calmly and methodically under pressure etc.
* Pro-active and autonomous with the ability to work independently, and as part of a team, to a high standard and to demanding timescales.
* Excellent written communication skills including production of analytical reports, briefing notes etc for a range of audiences.

Excellent verbal communication skills ensuring effective working with professionals Children, Young People, and families.

* High level of experience of solution and outcome focused project development.
* Ability to research and understand detailed information on new areas of work to inform Quality Assurance process.

## Job Requirements

* DBS check required
* 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.*