

Job Title:	SEND SUPPORT OFFICER
Team/Service Area:	SEND Team
Salary/Grade:	Grade 5 SCP 17 - 22
Line Manager:	Team Manager
Direct Reports:	0
Location:	Your normal place of work will be at Bunny Hill Centre (with agile working), but you may be required to work from home, or at any Company recognised workplace.

About the Role

- Seamless integration with the current SEND back office product and digital platforms to improve timeframes to share information, improved data capture to allow more informed decision making and improved response times to both families and partners
- To support routine maintenance and updating of the SEND data and digital systems
- To support the continuous improvement and development of SEND processes to ensure efficient delivery, data reporting and monitoring of data quality
- To identify gaps and areas of development with the MRI system and associated applications, such as digital portals to improve service delivery and meeting statutory requirements, particularly regarding requests for mediation and appeals to the First Tier Tribunal Service.
- Working with the SEND Development officer to deliver an improved and extend the suite of reporting mechanisms working in partnership with Performance Team colleagues to support business function and performance management both internally and for external partners.
- Supporting the SEND Development Officer in the production and reviewing of business guides/processes, particularly in relation to children and young people transferring into and out of the area, medication requests and appeals to the First Tier Tribunal Service.
- At least, weekly co-ordination of completed Education, Health and Care (EHC) Needs Assessments and following review, suggested amendments to Education, Health and Care Plans (EHCP)s in preparation for consideration by the SEND Resources Panel.
- At least, weekly monitoring of mediation requests in collaboration with the commissioned mediation service to ensure that mediation meetings are held within the required timeframe and tracking and monitoring of payment requests for mediation services

- Supporting the Senior SEND Caseworker and SEND Team Manager to ensure that all information relating to appeals to the SEND First Tier Tribunal Service is co-ordinated and provided within a legal framework and timeframe, including co-ordinating and tracking of key timeframes set out in the framework
- To ensure the co-ordination of all relevant information and reports are prepared and provided to panel members for the Early Years Inclusion Panel and Language Admissions Panel, and deputising for the SEND Panel when appropriate.
- To ensure the timely and effective management of transfer of information for all children with an EHCP transferring in and out of the Sunderland area, including consultations from other Local Authorities for places in schools in the Sunderland area
- Under the guidance of the Senior SEND Caseworker or SEND Team Manager the effective provision of home tuition, working with home tuition providers to ensure the good quality provision is made within a reasonable timeframe, when required.
- Working in conjunction with the Data Protection Officer, to ensure that any Subject Access Requests (SARS) which are made to the SEND Team are provided accurately and within the required timeframes.

Key Responsibilities

- To promote the development of systems and processes enabling full use of MRI, including workflow, reporting and digital portals
- Monitoring and data quality of daily and weekly reports to support business functions and timeliness of meeting statutory timeframes
- To contribute to the development of reporting requirements to ensure these meet statutory and service requirements
- Act as the contact point for enquiries from all stakeholders, particularly regarding children and young people transferring into and out of the area, requests for mediation, appeals to the SEND First Tier Tribunal Service and Subject Access Requests (SARS)
- To have responsibility for logging and recording information and data using the MRI and other related systems to ensure accurate recording and provision of data relating to children and young people with EHCP's who are transferring into and out of the area, requests for mediation and appeals to the SEND First Tier Tribunal Service to ensure all stakeholders are provided with a timely and effective service and to support accurate data recording to support provision of statutory data returns
- To have responsibility for weekly co-ordination of completed Education, Health and Care (EHC) Needs Assessments and reviewing of Education, Health and Care Plans (EHCP)s in preparation for consideration by the SEND Resources Panel to ensure accurate and timely decisions can be adhered to, including the production of panel feedback, costing matrix and any other relevant information
- To have responsibility for the co-ordination of information and production of all relevant documentation for requests for funding relating to Early Years provision, including EHC Needs Assessment requests, recording of minutes

of the panel and issuing outcomes of panel decisions to all relevant partners and families.

- Monitoring and tracking of data reports to support the Senior SEND Caseworkers and SEND Team Manager to ensure that requirements and responses to requests for mediation and appeals to the First Tier Tribunal Service are made within the legal framework and required timeframes.
- To be responsible for co-ordination and planning of meetings and information required for meetings with stakeholders, working in collaboration with Senior SEND Caseworkers, SEND Team Manager and legal representatives and carry out an action required.
- To be responsible for the tracking on monitoring of invoices for mediation services to ensure accurate payments for services provided
- To ensure effective planning, co-ordination and distribution of information for termly Language Panel Admission meetings, working with settings and Speech and Language Therapy Service to ensure all relevant information is available for consideration.
- Working in collaboration with the SEND Team Manager and the Data Protection Officer to ensure that all SARS requests are co-ordinated, checked for accuracy and provided within the required timeframe in line with the statutory guidance
- Under the guidance of the SEND Team Manager, Senior SEND Caseworker to co-ordinate the provision of home tuition services to ensure good quality of service where required
- To work collaboratively with both internal and external partners to ensure the development of digital systems and promote improvements to MRI systems
- To support the SEND team with administrative tasks required to facilitate delivery of statutory EHCP processes
- Oversight and reviewing standard letters and other documentation used as part of statutory EHCP processes
- To undertake any other duties deemed appropriate to the post to support the statutory requirements, including providing cover and support to other similar grade posts within the team
- To safeguard and promote the welfare of children and young people.
- To safeguard and promote the welfare of children and young people.
- Champion equity, diversity and inclusion in all aspects of your work and the communities you assist.

Our Expectations

You must undertake this role in accordance with the requirements set out below:

- Part 3 of the Children & Families Act 2014
- Comply with Together for Children's Code of Conduct, People policies and procedures, Health and Safety Policy and EDI Statement.
- Uphold all relevant professional policies, standards and legislative requirements

- Adhere to the Data Protection Act 2018 and GDPR principles in relation to the management and handling of personal and/or sensitive information and respect the privacy of personal information managed by Together for Children Sunderland.
- Comply with the Freedom of Information Act 2000.

This job description is a guide to the duties you will be expected to perform. It is not an exhaustive list, and you may be required to undertake other tasks and duties not listed that are reasonably commensurate with the job role and grade of the post.

Where a fundamental change to the job description is needed this will be discussed with the postholder prior to any changes being made

Date: January 2026

Person Specification – SEND SUPPORT OFFICER

The essential requirements for this post and how candidates will be assessed are set out below. Where ‘application form’ is the method of assessment, candidates should evidence that they meet these criteria, to be successful at the shortlisting stage.

We encourage the use of different methods of assessment, including using skills-based assessments, as part of the selection process. Any assessments will usually be carried out prior to interview for shortlisted candidates. Examples include job-related tasks (e.g. analysis of data, in-tray exercise, case study analysis), presentation, group exercises, Children and Young People’s Panel.

Essential Requirements	Method of Assessment
Qualifications Minimum GCSE grade 4 English and Maths or equivalent	Application Form
Experience Essential - Experience of working in an administrative, business support, data management or customer-focused role. - Experience of maintaining accurate records and databases and producing reports. - Experience of coordinating meetings, documentation and information for a range of stakeholders. - Experience of managing competing priorities and working to strict deadlines. - Experience of working collaboratively with internal and external partners. - Experience of handling sensitive and confidential information appropriately. Desirable - Experience of working within a SEND, education, local authority, children's services or public sector environment.	Application Form / Interview

• Experience of using case management or database systems. • Experience of supporting statutory processes and compliance monitoring.	
Knowledge and Understanding • Knowledge of data protection, confidentiality and information governance requirements, including GDPR and Subject Access Requests. • Understanding of the importance of accurate data recording, monitoring and reporting. • Knowledge of effective administrative and business support processes. • Understanding of the need to work within statutory timescales and legal frameworks. • Awareness of safeguarding responsibilities and promoting the welfare of children and young people.	Application Form / Interview
Skills and Abilities • Strong administrative and organisational skills with good standard of literacy and numeracy • Excellent attention to detail and data management skills. • Experience working with confidential information and digital systems. • Effective communication and stakeholder engagement skills.	Application Form / Interview
Other Requirements • Demonstrates an understanding of, and ability to, promote equality of opportunity, diversity and inclusion • Ability to meet the travel requirements of the post • Willingness to participate any training and development opportunities	Application Form / Interview

Date: January 2026

