

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Children's Services		Service Area: Education, Inclusion and Achievement
JOB TITLE: Team Manager, Experts at Hand		
GRADE: M		
REPORTING TO: Service Lead		
1.	JOB SUMMARY: To lead and coordinate the delivery of the Experts at Hand offer, providing operational management of the team, oversight of specialist support and outreach services, and acting as the key point of contact for educational settings. The postholder will drive inclusive practice across schools and settings, support the implementation of SEND reforms, ensure effective early intervention and maintain strategic oversight of service performance, quality assurance and outcomes for children and young people with SEND.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1.	Be responsible for the delivery of agreed workstreams and action plans arising from the Local Area SEND Reform Plan, reporting on progress and outcomes to the Local Area SEND Strategic Board as required.
	2.	Provide day-to-day operational leadership, management and supervision of designated Experts at Hand staff, including therapy assistants and other practitioners, ensuring high-quality practice, effective workload management, professional development and performance management.
	3.	Supporting educational settings across early years, statutory school age and Post 16 provision to develop inclusive mainstream provision and navigate the changes brought about by 'Every Child Achieving and Thriving' as well as other linked changes across the education sector.
	4.	Implementation of good practice via the Experts at Hand Team in support for children and young people with SEND earlier; provide relevant assessments and observations to support effective individual education plans for young people; and support those settings to provide effective school-based support and provision maps at a child and school level.
	5.	Oversee the allocation, prioritisation and monitoring of referrals or requests for support, ensuring resources are deployed effectively to meet the needs of children, young people and educational settings.
	6.	Act as the primary strategic and operational link between the Experts at Hand Team, education settings, locality clusters and wider SEND services, ensuring responsive communication and coordinated delivery of support.
	7.	Develop and maintain systems to evaluate the impact of interventions, support packages and outreach services, using data and stakeholder feedback to drive continuous improvement.

8.	Promote and embed understanding of child development, inclusive practice and graduated responses across educational settings to support early identification and intervention for children with emerging needs.
9.	Identify training needs and support workforce development across the Experts at Hand Team, ensuring practitioners maintain relevant knowledge of education, SEND, inclusion and evidence-based practice
10.	Management and development of partnership commissioned outreach services as part of the Experts at Hand Offer and working with partnership to identify capacity and sufficiency needs.
11.	Quality assurance of specialist bases, delivery of specialist support packages and maintaining oversight of support bases.
12.	Monitoring, supporting and challenging education settings to develop effective inclusive practice, high-quality SEND Support and graduated response arrangements, ensuring children receive appropriate support at the earliest opportunity.
13.	Build and sustain strong relationships with schools, settings, locality clusters and multi- agency partners, acting as a key point of contact for the Experts at Hand service.
14.	Develop and maintain operational procedures for identifying, assessing and intervening at critical points for children and young people with emerging SEN needs and in particular executive functioning, social and emotional and communication needs.
15.	Maintaining continuous professional development for yourself and your team, ensuring practice is informed by current local and statutory guidance and up to date research.
16.	Promoting best practice in supporting children with SEND across the wider children's system, through the development and delivery of training, coaching and other development activity.
17.	Ensuring that the team and wider service provides consistently effective advice and guidance to lead professionals and schools, to meet needs earlier via modelling, coaching and direct intervention with and for children with additional needs, bringing in relevant external specialist where appropriate.
18.	Ensuring focused and analytical assessments of need that identify the factors driving behaviour that are evidence-based and subject to regular review, incorporating the wishes and feelings of children, families and other stakeholders.
19.	Presenting complex information verbally, and in writing for different audiences, producing comprehensive, analytic, high-quality reports and presentations that make cogent arguments based on current evidence and data, some of which will be used for statutory assessments.
20.	Maintaining high quality, accurate and timely recording and data collection on relevant databases or recording systems, in accordance with departmental policy and statutory requirements, which clearly demonstrates the rationale for practice and management decisions, especially as relates to the instigation of legal procedures.
21.	To promote the Local Offer, services for children with additional needs, attending conferences, exhibitions, open day events, parents' evenings, children and young people's forums, when requested.
22.	To contribute to panels as required, either in person or by report, and feedback when required. Undertake or contribute to other projects/tasks that will enable the delivery of the Local Area SEND Reform Plan.

	23.	To represent the service, division, department and council at a range of local and regional partnership meetings, and where appropriate deputise for relevant managers.
	24.	To implement Stockton Council's equal opportunities policies fully, and to work actively to overcome and to prevent discrimination in any part of the project.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development.

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)			

			
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Job Description dated October 2026



PERSON SPECIFICATION

Job Title/Grade	Team Manager, Experts at Hand	M
Directorate / Service Area	Children's Services	Education, Inclusion and Achievement
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	To hold a relevant qualification (e.g. teaching, social work, childcare, psychology). Or Considerable experience of working in an educational setting.	Qualified Teacher Status (QTS), SENCO qualification or equivalent educational leadership qualification.	Application form
Experience	Experience in the effective management of people, resources and assets so as to deliver improved outcomes against agreed targets and statutory timescales. Detailed knowledge of SEND legislation and guidance, including the Children and Families Act 2014, The Special Educational Needs and Disabilities		Application / Interview

	Regulations 2014, The Special Educational Needs (Personal Budgets) Regulations 2014, The Equality Act 2010 and the SEN Code of Practice 2015. And related Application and Interview Application and Interview Page 5 of 6 legislation such as the Mental Capacity Act. Experience of working collaboratively and in co production with parents, young people, statutory and voluntary agencies to help develop local policy and practice. Experience of managing SEND workload and providing supervision and support around casework practice for front line staff. Experience of using Performance Information and Management Information to improve service performance and build high performing teams. Experience of analysing and presenting complex information orally and verbally Experience and understanding of the main current developments and statutory position relating to children and young people with special educational needs and disabilities (SEND)		
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	Experience of working within educational settings and promoting inclusive practice for children and young people with additional needs. Experience of supporting schools to develop whole-setting approaches to SEND and inclusion. Experience of line management, supervision and performance management of staff. Experience of coordinating multidisciplinary teams and services. Experience of quality assurance, audit and service improvement activity.		
Knowledge & Skills	Excellent interpersonal skills. Proven ability to negotiate and persuade and build and maintain effective working relationships at all levels. Proven ability to communicate with, engage and influence children, young adults, carers, partners and stakeholders, in complex situations. Experience of supporting partnership working to deliver service provision to children and families. Good planning and organisational skills, with experience of working within general		

	professional guidelines or organisational policy, to achieve service requirements. Proven initiative and judgement to identify and resolve problems. Good ICT skills - both standard Microsoft applications and social care record and data systems. Good reporting and recording skills in accordance with expected statutory and internal processes. Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure. Demonstrable determination to provide a high-quality service and achieve challenging outcomes Ability to provide accurate guidance, information and advice to parents and young people. Ability to communicate complex issues in a clear and effective manner with a wide range of stakeholders and to advise, persuade, influence and be assertive as appropriate. Ability to chair meetings and deal effectively and sensitively with a range of individuals in a professional context. Good understanding of child development and the barriers to learning experienced by		
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	children and young people with additional needs. Knowledge of effective inclusive educational practice and graduated response approaches. Understanding of the role of educational settings, locality partnerships and wider SEND systems in delivering positive outcomes for children and young people. Ability to manage competing service priorities, allocate resources effectively and maintain oversight of a complex operational workload		
Specific behaviours relevant to the post	Ability to build relationships across both internally and externally. Coproduction and cocreation at the heart of how they operate. Role models' inclusive delivery to ensures diverse voices are heard and valued. Committed to delivering inclusion and ensuring children and young people can thrive within their local communities wherever possible. Builds credibility and trust with schools, families and professionals through a solution focused and relationship-based approach.	Personal experience of SEND Experience of systemic practice model.	Application / Interview
Other requirements	This post is subject to an enhanced DBS check.		

Person Specification dated October 2026

This document was classified as: OFFICIAL-SENSITIVE