

## **Job Description**

### **SENDIASS Team Manager**

- General:** The Rose Road Association is a Registered charity whose aims are to enhance the lives of disabled children, adults, and their families by providing a wide range of essential, information and support services across Hampshire and the surrounding counties. The post holder will be expected to operate in line with our workplace values which are detailed in this document.
- Responsible to:** Head of Community Services
- Hours:** 20 hours per week term time, 6 hours per week during half terms
- Salary:** Up to £31,500 (dependent on experience) per annum - pro rata
- Place of Work:** Negotiable (remote/hybrid)
- Closing Date:** 8<sup>th</sup> December 2024
- DBS Check:** This post is subject to an Enhanced Disclosure by the Disclosure & Barring Service
- Brief:** Development and delivery of SEND Information Advice and Support Services.
- Purpose:** To be responsible for the delivery of the services to meet current and future demands in line with the Rose Road's vision and values  
To provide effective leadership and be accountable for the effective management of Rose Road Association SENDIAS Services.
- Main Tasks:** **Effective Service Management**  
Provide effective management by:
- Taking ownership and responsibility for the operational delivery of the Rose Road vision and aims within SENDIAS Services by building a highly successful and motivated team who consistently excel.
  - Developing and maintaining effective working relationships with key stakeholders including users and their families, colleagues in local authorities, health, education, and within the Association.

- Representing Rose Road Association to relevant individuals and organisations to ensure that the services it provides are well recognised and achieves and maintains positive recognition both with professionals and parent/carers.
- Membership of Rose Road Association Leadership group.
- Ensuring standards and expectations with the service contracts and policies are met and that effective systems to monitor and evaluate the quality of the service are maintained.
- Treats all staff as individuals, recognising and valuing diversity.

### People Management

- Be responsible for developing own knowledge and skills, and for promoting the concept of lifelong learning for both service users and staff. Assess performance and progress, identifying development proposals in line with current objectives.
- Prioritise own work, setting and agreeing SMART objectives as appropriate and ensure that any significant delays in progress are dealt with satisfactorily.
- Regularly supervise and support direct line reports to ensure that they develop their skills with the requirements of the positions as they evolve.
- Delegate responsibility and authority to team members, taking into account equality of opportunity, ability of individuals and their development needs. Review such delegation as appropriate to ensure effectiveness.
- Performance Management, providing guidance and encouragement. Implement the Performance Management Policy & Procedure as necessary, taking appropriate and corrective action as determined by the circumstances.

### Resources Management

- Ensure the key processes, records and systems enable effective monitoring, measurement and review of customer service levels, delivery of service level agreements and contractual requirements, management of budgets, team performance.
- Review processes frequently to ensure they make the department more efficient and ensure that any changes are

appropriately communicated and implemented in line with needs of various stakeholders.

- Ensure that all activities of the service are delivered in a manner, and in an environment which is sympathetic and conducive to the provision, at all times, of safe systems of work, and not likely to endanger the Health & Safety or welfare of anyone who provides or receives such services.
- Manage all resources (e.g. staffing, equipment, materials, premises, services, finance, supplies, etc) required to deliver the services provided by Family Services
- Control expenditure against budgetary constraints. Review all financial and management information, analyse variances and determine corrective action as appropriate.

### Performance Management

- Manage performance as directed by the CEO or SLT and as set out in service delivery contracts, to ensure the services set and achieve targets within the Rose Road Association's Business Strategy.
- Produce reports which provide evidence of performance against key performance indicators and the impact of Rose Road Association SENDIAS Services.
- Regularly seek the views of parent/carers, professionals and staff employed to ensure continuous improvement of the service.
- Promote the ideals of continuous improvement within the services and share ideas and initiatives with colleagues on a regular basis.

### Corporate

- Participate actively in supporting the principles and practice of safeguarding, equality of opportunity and Health & Safety. Comply with all safeguarding and health and safety legislation.
- As a term of your employment, you may be required to undertake such other duties and/or times of work as may reasonably be required of you.

## Person Specification – What we need from you?

This section outlines the things we need from our SENDIASS Team Manager. You'll see that we don't always need specific qualifications or experience, but you will need to be able to demonstrate certain personal qualities.

The essential criteria are things that you must have in order to do the job. Desirable criteria are the things that it would be useful to have or things that you could be trained to do.

Education and Training	
Essential Criteria	Desirable Criteria
GCSE English & Maths or equivalent/excellent written English	Degree in education or law, or other relevant education or legal qualification/experience, or advice and guidance qualification/experience
	Management qualification or relevant management experience (preferably within the SEND or disability sector).
Achievements, Experience, Skills & Abilities	
Essential Criteria	Desirable Criteria
Experience of delivering high quality services to people with specific needs; preferably within the third or public sector.	Experience of budget management
Experience of working in partnership with other agencies and local government	Knowledge of best practice in information advice and guidance services.
The ability to embrace and effectively manage change and to drive this through the organisation.	
Excellent communication skills, both written and oral.	
Good IT skills and a commitment to technology-based solutions to service delivery.	
Ability to prioritise and work under pressure to meet objectives within tight timescales.	
Self-motivated with a passion and desire to improve services for children and young people	
Experience of managing staff performance and supervision/appraisals.	
Values & Behaviours	
Value	Behaviour Level
We are Trustworthy	2
We are Kind	2
We are Open & Honest	2
We are Forward Thinking	2
We are Professional	2

## Our Values – Why they are so important.

Our focus is always on the children and young people we support, as well as their families, our employees and volunteers. Our Values are essential in providing a moral compass that guides actions and decisions, creating a shared culture, establishing trust, driving strategic direction, and infusing the organisation with meaning and purpose.

### Values Framework Summary



#### **Our Values:**

Our five values have clear descriptions and identified behaviours that demonstrate what they look like in practice.

#### **We are Trustworthy**

We build trust with the children, young people, and families we support – as well as our partners - by being dependable, reliable, and accountable in all that we do.

#### **We are Kind**

We understand and value the unique needs of the people that we support. Providing care and support with compassion and empathy.

#### **We are Open & Honest**

We foster an honest and open-minded culture and are transparent in both our decision making and communication.

#### **We are Forward Thinking**

We are committed to providing the highest quality of care, constantly seeking new, collaborative, and creative ways to deliver our services– encouraging everyone to be ambitious and to achieve their goals.

#### **We are Professional**

Flexible and agile in our approach, we uphold the highest professional standards to meet the needs of our children, young people, and their families.

The behaviours are split into three levels which are intended to be relevant and consistent throughout various roles within Rose Road.

#### **Behaviours:**

Our five values have clear descriptions and identified behaviours that demonstrate what they look like in practice. The behaviours are split into three levels which are intended to be relevant and consistent throughout various roles within Rose Road.

Job Descriptions include the different levels of each behaviour required which should be demonstrated throughout recruitment processes and ongoing employment.

Full details of the behaviours can be found in the 'Values Framework' document contained within the recruitment pack.