

## JOB DESCRIPTION

<b>Job Title</b>	Service Manager Disputes Resolution		
<b>Directorate</b>	Education		
<b>Reporting to</b>	Principal EP & Head of Virtual School		
<b>Grade</b>	7		
<b>Evaluation ref:</b>	RP047	<b>Job ref:</b>	<b>Family</b>
<b>Role purpose</b>			
<p>Responsible for the effective management of accountability mechanisms in relation to the council's role in children's education. Reporting to the Principal EP &amp; Head of Virtual School, this role involves overseeing all aspects of accountability including inspection, dispute resolution, tribunals, political (MP and councillor) casework and reviews by independent bodies. The post holder will work closely with school and trust leaders, parents, politicians, inspectorates, judicial and quasi-judicial bodies, and other stakeholders to address and resolve issues arising from the application of education policies, funding, and provision of statutory education, particularly in relation to special educational needs and disabilities (SEND). This position requires a strong understanding of stakeholder engagement, statutory requirements, penalties and procedures and conflict resolution techniques and de-escalation. The role holder will also be responsible for developing and implementing cross-cutting and long-term strategies to accelerate improvement and prevent conflict and disputes. The role holder will also take responsibility for inspection planning in relation to Ofsted's inspections of the SEND system. This role demands a proactive and empathetic approach to quality improvement, with a commitment to fostering a positive and collaborative educational environment.</p>			
<b>Accountabilities</b>			
<ul style="list-style-type: none"> <li>• Oversee all interactions with the national and local accountability system for the Education Service, strategically driving down the cost and incidence of underperformance.</li> <li>• Collaborate with schools, parents, and other stakeholders to identify and resolve issues related to educational services and policies.</li> <li>• Develop and implement cross-cutting strategies with partners across schools, health, children's social care and wider council teams to prevent disputes and promote a positive educational environment.</li> <li>• Coordinate learning from serious incidents and complaints, developing policy and practice across the system to reduce the incidence of under-performance and conflict.</li> <li>• Increase compliance with relevant regulations and evidence-based practices.</li> <li>• Monitor and evaluate the effectiveness of services in meeting statutory requirements and expectations of quality as set out in inspection frameworks.</li> <li>• Report on outcomes and trends to internal and external stakeholders.</li> <li>• Develop systems for the oversight of performance, case tracking and reporting.</li> <li>• Advocate for the needs and interests of children, young people, and families, so that educators and internal services are challenged to remain child-focused in conflict and high stakes situations.</li> </ul>			

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- Stay updated with best practices and emerging trends in educational accountability.

### Knowledge / Experience / Skills

	Essential	Desirable
<b>Knowledge</b>		
Understanding of the SEND system	x	
Knowledge of educational accountability, regulations, and frameworks	x	
Familiarity with de-escalation and conflict resolution techniques and strategies.	x	
Understanding of education stakeholders and roles and responsibilities in the accountability system	x	
Understanding of data analysis and impact evaluation methods.		x
Knowledge of local government operations and policies.		x
<b>Experience</b>		
Experience in monitoring and evaluating service quality.	x	
Experience in developing and implementing quality improvement strategies.	x	
Demonstrated ability to collaborate with multiple stakeholders in complex systems.	x	
Previous experience working within an educational or local government setting.	x	
Experience in managing and resolving disputes within an educational or similar setting.		x
<b>Qualifications / Registrations / Certifications</b>		
Degree in a relevant field or demonstrate equivalent qualifications through relevant professional experience.	x	
Continuous professional development in dispute resolution.	x	
Professional qualification in Dispute Resolution or a related field.		x
Qualification in project management or leadership.		x
Membership in a relevant professional body.		x
<b>Skills</b>		

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Ability to strategically influence and challenge senior leaders to drive improvement.	x	
Excellent conflict resolution and problem-solving skills.	x	
Advanced communication and interpersonal skills.	x	
Ability to coordinate teams across organisations in high stakes or time sensitive situations.	x	
Proficiency in using data to influence decision-makers in complex systems.	x	
Strong organisational and project management skills.	x	

### Working Conditions

This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:

- **Work Hours:** Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events.
- **Location:** The primary work location is County Hall, with opportunities for remote work as per organisational policies.
- **Travel:** Some travel within the local area may be required for meetings, site visits, and community engagement activities.
- **Work Environment:** The role involves working both independently and as part of a team, with access to modern office facilities and resources.
- **Health and Safety:** Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.

### Dimensions of the role

### Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

### Corporate Accountabilities

- Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Directorates Senior Leadership Team.
- Update and advise Elected Members in respect of operational and policy issues in relation to the Education Services teams.
- Lead Education teams with a clear identity in terms of flexible and responsive ways of working, inclusive, and diverse culture, and high level of employee engagement and wellbeing.

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- Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas.
- Create, monitor, and review frameworks of performance measures and quality standards to be applied in the delivery of services.
- Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values.
- Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.
- Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the Education service teams.
- Ensure that Education services place a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customers, communities, and businesses.
- Support the delivery of the Councils' key strategic aims and objectives ensuring understanding and commitment from staff from across the Education service.
- Support Corporate and Directorate and service specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.
- Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.
- Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.
- Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.

Date: 18/10/2024