

Job Description: SEND & Inclusion Operations Manager

Reporting to: Head of SEND

Contract: Permanent

Working Pattern: Term time

Salary: Ark Support Scale 9 points 25-33 £41,632– £47,917 (Prorated for term time only)

The Role

The SEND & Inclusion Operations Manager will be responsible for the effective day-to-day coordination of SEND and inclusion provision across the school. Working closely with the SENDCO and senior leaders, the role oversees EHCP processes, annual reviews, referrals, record-keeping and multi-agency communication, ensuring statutory duties are met and systems run smoothly. The postholder will support staff through clear organisation, accurate deployment of provision and effective communication with parents, external professionals and the local authority. The role line-manages identified staff, oversees SEND systems and documentation, and supports high-quality transitions and communication, enabling teaching staff to focus on delivering excellent classroom practice while SEND provision is administered efficiently and consistently. This post requires a high level of efficiency and whilst there are student facing aspects to the role, it is weighted towards ensuring the academy is compliant with all aspects of SEND provision.

Key Responsibilities

- Line manage the teaching assistants, including timetabling, training delivery/coordination and IP, performance management and absence monitoring.
- Participating in the staff recruitment process and coordinate the provision for child protection and safeguarding.
- Conduct learning walks to monitor and observe the teaching assistants.
- Monitor the attendance of SEND students in consultation with the Head of SEND and Inclusion panel.
- Provide a safe contact for nominated SEND students.
- Provide SEND administration: Timetabling of annual reviews including invitations. Preparation of annual review paperwork - including obtaining teacher feedback. Printing consultations - updating tracker with key information/ scanning and sending responses. Preparation, distribution and collation of round robins. Completion of referrals to multi-agency partners.
- Provision mapping and costing, overseeing and monitoring the quality of information sharing etc.
- SEND register updates - completed on direction by the SENDCO, including adding new diagnosis and amending SEN Status. Information sharing of new diagnosis or changes to provision, via school bulletin and other suitable methods of information sharing.
- Promote a student-centred approach which involves students and parents, through the maintaining, updating and sharing of student passports and obtaining parent feedback – using Provision Map software.
- Ensure a transition plan is agreed to ensure continuity of support and learning when transferring students with SEND between key stages and/or schools
- Oversee the deployment of resources as set out in Statements/EHCPs
- Facilitate and coordinate multi-agency input including meeting and appointments with Speech and Language, Occupational Therapy, Educational Psychology partner etc.
- Monitor SEND students who require welfare checks

- Hold and plan the diary of external provision - Occupational Therapy/ Speech and Language/ Educational Psychologist - Appointments and meetings.
- Liaise with primary schools to ensure transition information is received in a timely manner - filed accordingly with Student Passports, Bulleting updates prepared for sharing with staff.
- Completion of referrals to our multi-agency partners - CAMHS/ SALT/OT etc
- Maintaining high standards of organisation and record keeping, within the SEND area on SharePoint - saving reports/EHCPS/Letter etc that are emailed.
- Attendance to/chairing of initial concern meetings - with parents, staff or primary schools at transition.
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Other

- Act as a role model and set high expectations of conduct and behaviour
- Actively promote the safety and welfare of our children and young people
- Ensure compliance with Ark's data protection rules and procedures
- Liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy
- Work with Ark Central and other academies in the Ark network, to establish good practice throughout the network, offering support where required

This job description is not an exhaustive list. You will be expected to carry out any other reasonable tasks as directed by your line manager.

Person Specification: SEND & Inclusion Operations Manager

Qualification Criteria

- Qualified to degree level and above
- Completed further training in supporting students with SEND/EAL (desirable)

Knowledge, Experience and Skills

- Experience of identifying, monitoring and providing effective support for students with SEND
- Experience of leading, coaching and motivating people, ensuring professional development and effectively challenging and managing any performance concerns
- Can demonstrate effective and systematic behaviour management
- Excellent communication, planning and organisational skills
- Good working knowledge of relevant legislation, particularly the SEN Code of Practice

Behaviours

- Genuine passion for and a belief in the potential of every student
 - A robust awareness of keeping children safe, noticing safeguarding and welfare concerns, and understanding how and when to take appropriate action
 - Belief that every student should have access to an excellent education, regardless of background
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- Professional outlook, detailed orientated and able to multitask and meet deadlines
- A team player that can work collaboratively as well as using own initiative
- Calm and professional under pressure
- Understanding of the importance of confidentiality and discretion
- Flexible attitude towards work and demonstrates sound judgement

Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. To meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).
