Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Expert at Hand Co-ordinator	**Indicative Grade**: PO2
Section: SEND and Inclusion Service	**Directorate:** Children's Services
Responsible to following manager: Assistant Director, SEND and Inclusion	**Responsible for following staff:** None
Post Number/s: POS004090	**Last review date:** October 2026

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

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Job Purpose

- To lead the operational coordination, development and implementation of Wandsworth Council's Experts at Hand model as part of the SEND Reform programme.

- The post holder will act as the central point of coordination between schools, early years providers, specialist services, health partners and local authority teams to ensure that specialist expertise is available at the earliest point of need. The role will support the delivery of inclusive practice across mainstream settings, improve access to advice and intervention, and contribute to better outcomes for children and young people with SEND.

- The postholder will oversee the development of a dynamic and accessible SEND Local Offer, ensuring that information relating to the Experts at Hand service and wider SEND Reform developments is current, engaging and responsive.

- To lead the delivery of early intervention and support through operational coordination, development and implementation of Wandsworth's Experts at Hand model as part of the SEND Reform Programme.

- To ensure that all team members work with families to help them develop a quality of life and experience for themselves and their young children in which they can learn together, play together, participate and be included in their community in their own right as prescribed by the National Portage Association.

- To work in partnership with other teams within the Early Years Inclusion Advisory team to plan and deliver a training programme to upskill professionals working within the early years sector, to monitor the impact on settings ability to meet the needs of children with emerging and complex needs, so that more children can take up their early education places.

- To work in partnership with borough wide services that deliver specialist placements and/or in-reach/outreach programmes to ensure collaboration and escalation where necessary.

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Specific Duties and Responsibilities

Experts at Hand Coordination

- Coordinate the day-to-day operation and development of the Experts at Hand model across Wandsworth in conjunction with identified team managers/leads.
- Act as the main point of contact for locality and cluster leads and partner agencies engaging with the Experts at Hand service.
- To implement and monitor an efficient and effective referral system, requests for support and access to specialist advice across participating services.
- Support the development and implementation of operational processes, pathways and guidance relating to the Experts at Hand model.
- Monitor service activity and identify emerging trends, gaps in provision and opportunities for improvement.
- Remain responsible for collating performance and outcome data for individual localities/clusters to evidence impact for Department for Education returns.

SEND Reform Delivery

- Support the implementation of the SEND Reform Programme, particularly reforms relating to inclusive practice and early intervention.
- Develop positive working relationships with the wider SEND and Inclusion Service
- Work across education, health and social care partners to ensure the Experts at Hand model is aligned to wider SEND Reform activity.
- Work closely with the Parent Carer Forum and the Wandsworth Information, Advice and Support Service to ensure feedback information is collated and actioned in a timely manner
- Contribute to plans, reports and presentations relating to the delivery of SEND Reforms.
- Maintain awareness of national policy developments and support their translation into local practice.

School and Partnership Engagement

- Develop positive working relationships with multi-agency teams/partners, schools, early years providers and colleges.
- Coordinate communication and engagement activities relating to the Experts at Hand offer.
- Facilitate meetings, workshops and practice development sessions with stakeholders.
- Support schools and settings to access appropriate specialist advice, training and resources.

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- Promote collaborative and solution-focused approaches to supporting children and young people with SEND.

Local Offer Development

- Support the development, maintenance and promotion of the SEND Local Offer, with responsibility for content relating to the Experts at Hand and associated SEND support pathways.
- Ensure online content relating to Experts at Hand is clear, accessible, up to date and responsive to feedback from children, young people, families and professionals.
- Work with communications colleagues and partner organisations to develop digital resources and information to support awareness and understanding of the Experts at Hand programme.
- Monitor usage and feedback data to support continuous improvement of Experts at Hand information within the Local Offer.

Quality Assurance and Performance Monitoring

- Collect, analyse and report on service performance and outcome/impact data quarterly.
- Produce monitoring reports for senior leaders, programme boards and partnership forums accumulating in an annual report on progress and impact.
- Contribute to the evaluation of the impact of Experts at Hand on inclusion, early intervention and outcomes for children and young people.
- To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to this role within the organisation
- To ensure all safeguarding and health and safety policies and procedures are in place (where necessary), and they are reviewed and followed to create a safe, constructive and stimulating and equitable environment for children with disabilities and special needs.

Training and Workforce Development

- Coordinate training, workshops and professional learning opportunities linked to the Experts at Hand model.
- Support the sharing of effective practice across schools and services.
- Contribute to the development of resources, guidance and toolkits to strengthen inclusive practice.

Financial Management

- To remain aware of fiscal and budgetary responsibility linked to associated SEND budget strands as required. To support effective budgetary control and monitoring

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procedures and support any service reviews as necessary to generate improvements in service delivery.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.

- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.

- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems

- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.

- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

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Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please familiarise yourself with our values as they are an integral part of our recruitment and selection process.

Person Specification Requirements			**Assessed by A/I/T/C (see below for explanation)**
Knowledge	**Essential**	**Desirable**	**Assessed**
Degree level qualification	**X**		**C**
Relevant qualification in education, SEND, psychology, child development or related field, or equivalent experience.	**X**		**A,I**
Sound, demonstrable knowledge of safeguarding and child protection policy and practice	**X**		**A,I**
Early Years Foundation Stage attainment levels and age related expectations	**X**		**A,I**
Knowledge of the legislative and statutory requirements relating to children resulting	**X**		**A,I**

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from the SEND Code of Practice (2015) and relevant Regulations linked to the Children and Families Act (2014), including Ofsted requirements.			
Knowledge and understanding of local and national policy and ongoing changes to the landscape in relation to education and special educational needs and disability		**X**	**A,I**
Experience	**Essential**	**Desirable**	**Assessed**
Experience of coordinating projects, programmes or multi-agency initiatives evidencing successful experience of planning, developing, setting up, monitoring, and evaluating new systems and services.	**X**		**I**
A successful track record of experience as a senior/lead in a service for children and young people with special educational needs and disabilities	**X**		**I**
Substantial experience of engaging with schools, families and partner agencies	**X**		**A,I**
Substantial experience and understanding of special educational needs provision; duties, training, statutory process and functions	**X**		**I**
Strong organisational and project coordination skills, demonstrating excellent written and verbal communication skills	**X**		**I**
Strong IT skills, including the use of Microsoft Office applications, AI and web-based systems with the ability to facilitate meetings, workshops and stakeholder engagement activities.		**X**	**A**
Experience of ensuring delivery models are recorded and evidenced to demonstrate impact for settings, children, young people, and their families.		**X**	**A,I**
Experience of financial/budget management, demonstrating accountability and decision making to maximise value for money.		**X**	**T**
Knowledge of Local Offer requirements and co-production approaches		**X**	**A,I**
Skills	**Essential**	**Desirable**	**Assessed**

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Ability to motivate, challenge and support team members to ensure the best possible services are provided to meet the needs of Early Years children with SEND	**X**		**I,T**
Ability to lead change and commitment and drive to achieve the best possible outcomes for children and young people with SEND	**X**		**I,T**
Ability to use systems to provide management information to improve service outcomes	**X**		**I,T**
Qualifications	**Essential**	**Desirable**	**Assessed**
Educated to Degree Level or equivalent professional qualification		**X**	**C**
Professional qualification in SEND, Psychology, Teaching/Education, childhood development or another evidenced expert field	**X**		**C**
Other	**Essential**	**Desirable**	**Assessed**
Ability to travel independently across the borough of Wandsworth	**X**		**C**
Occasional evening work to support engagement events and partnership meetings	**X**		
Enhanced DBS clearance	**X**		**C**

A – Application form / CV
I – Interview
T – Test
C - Certificate

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