

Job Profile Comprising Job Description and Person Specification

Job Description

Job Title: SEND Tribunal and Mediation Manager	Grade: MG1
Section: Special Needs Assessment Service (SNAS)	Directorate: Children's Services
Responsible to: Special Needs Assessment Service Manager	Responsible for: Lead Tribunal Officer - P03 Tribunal Case Officer - S02 Tribunal Officer - Scale 6
Post Number/s:	Last review date:

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.

Job Purpose

The SEND Tribunal and Mediation Manager (MG1), you will lead on all aspects of SEND Tribunals and formal dispute resolution. You will support families, professionals, and colleagues through what are often complex and sensitive processes. As part of this, you will manage a small, dedicated team and work closely with colleagues across SNAS, schools, and other partners to prepare and present the Local Authority's case.

You will represent the Local Authority at Tribunal hearings, explaining the reasoning behind proposed provision or placements. You will also be responsible for preparing evidence and

responses related to complaints to the Local Government Ombudsman, ensuring that our approach is fair, lawful, and transparent.

A key part of your role will be helping to reduce the number of cases that progress to Tribunal. You will do this by giving clear, timely advice, promoting early resolutions, and supporting mediation wherever possible. You will work alongside schools and partner agencies to build awareness and understanding of best practice, policy, and case law, helping others feel confident in managing disagreements constructively.

You will be part of the senior leadership team within the SEND Service and will deputise for the SEND Service Manager when needed. You will also contribute to the delivery of our workforce strategy, supporting development across the team and encouraging reflective, person-centred practice.

This is a role that blends leadership, legal insight, and a strong focus on relationships, all with the aim of achieving better outcomes for children, young people, and their families.

Specific Duties and Responsibilities

1. Take a leading role in managing and overseeing all SEN appeal-related cases, ensuring the Council meets its statutory duties in relation to appeals heard by the Special Educational Needs and Disability Tribunal (SENDIST), under His Majesty's Courts and Tribunal Service.
2. Lead on all matters relating to formal disputes and tribunals—including case preparation, liaising with Legal Services and multi-agency teams, and representing the Local Authority in legal settings. This includes presenting cases at SENDIST and defending the suitability of proposed support. You'll also be responsible for preparing any necessary documentation for the Local Government Ombudsman.
3. Champion a service model that's solution-focused and responsive to families, aiming to reduce the number of cases escalating to the SEND Tribunal.
4. Shape and guide internal processes around Tribunal work, ensuring decisions are well-informed. Provide strategic advice to senior leaders on the strength of the LA's position in appeals, including when legal counsel should be brought in.
5. Build strong working relationships with the Legal team, particularly where escalation to the Upper Tribunal or external legal support is necessary.
6. Work closely with the wider SEND team, Educational Psychology (SCPS), schools, and other partners to promote inclusive practices and ensure appropriate placements and provision decisions are made.
7. Support the delivery of a legally compliant and efficient SEND service—adhering to national legislation, local policy, and the SEND Code of Practice, with specific attention to mediation, appeals, and equality law.
8. Play a key role in developing and maintaining practices that minimise the risk of legal challenge, including Tribunal appeals, judicial reviews, and complaints to the Local

Government Ombudsman.

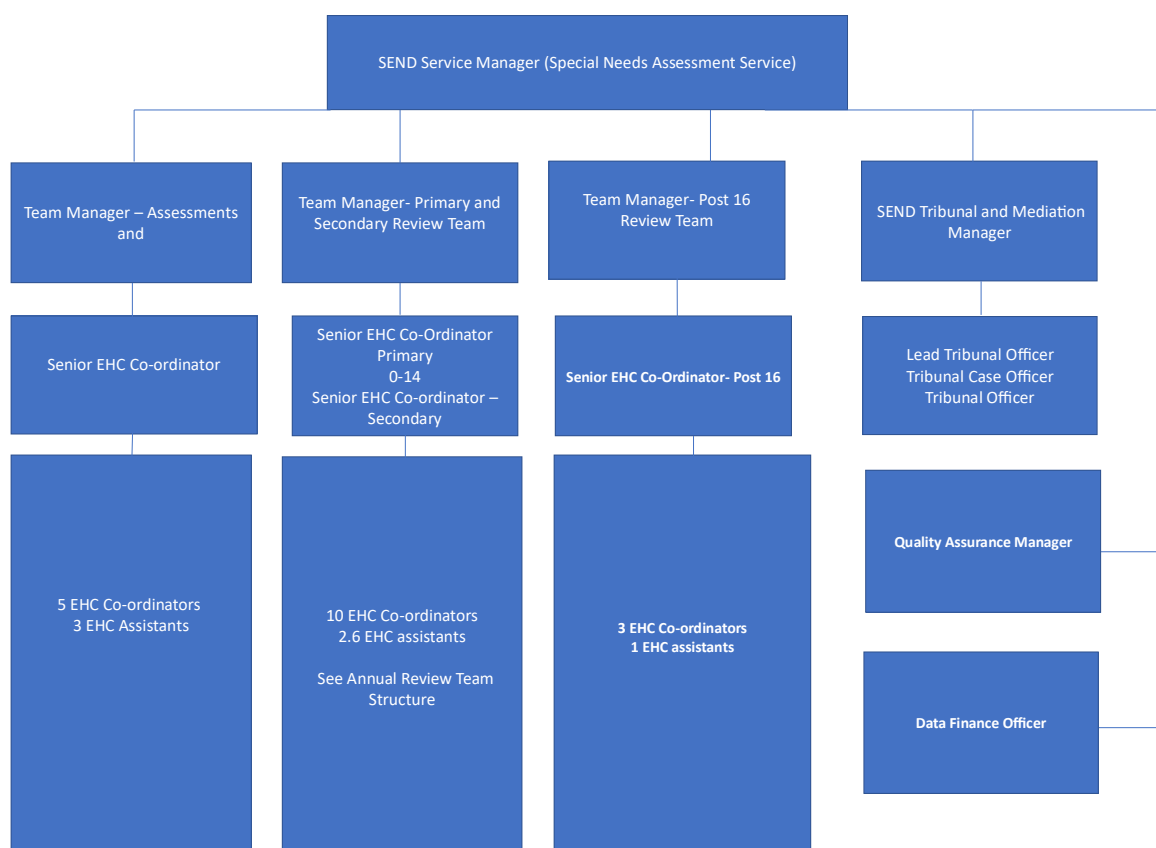
9. Lead on implementing procedures that protect the Authority from unnecessary litigation or reputational risk, while continually improving quality of decision-making.
10. Take a proactive role in regional and local dispute resolution efforts. Represent the Authority at SEND Tribunals and work with senior leaders and operational teams to reduce the volume of appeals overall.
11. Provide expert guidance for EHC Coordinators, particularly around complex and high-risk cases, offering guidance and oversight where needed.
12. Ensure Tribunal rulings are acted upon promptly by overseeing timely updates to Education, Health and Care Plans.
13. Promote a parent-focused approach in all aspects of Tribunal-related work, helping to build trust and transparency with families.
14. Guarantee that parents, carers, and young people understand their rights in relation to the Tribunal process and are clearly informed about available resolution routes.
15. Provide regular reports and briefings—both data-driven and narrative—that contribute to service development, reflective practice, and performance improvement
16. Analyse service data to inform decision-making, identify trends, and support consistent, fair outcomes in EHC assessments, planning, and annual review processes.
17. Manage the Mediation Contract, monitoring performance and responding to demand. Produce reports for senior leaders, highlighting key issues and recommending changes where needed.
18. Embed early resolution and mediation into everyday practice within the SEND service. Engage with schools and other partners to increase awareness of duties under the Children and Families Act 2014. Deliver training, attend strategic meetings, and produce quarterly reports outlining key themes, impact, and future actions.
19. Provide line management and staff supervision, contributing to strong team performance and professional development.
20. To undertake other duties as required by the SEND Service Manager, commensurate with the grade, role and function of the post.

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 and health and safety.

- ### Additional Information

Official



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Post Number/s:	Last review date: November 2024

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
A good knowledge of the Children & Families Act (2014); SEN Code of Practice 2015 and Education Act 1996 and any subsequent revisions or new legislation is essential; experience of applying it in practice is highly desirable.	X		A/I
Excellent knowledge and understanding of current issues in education for children and adults with complex needs, including	X		A/I

safeguarding			
Excellent understanding of the roles, function and services of key partner agencies/services working with disabled children /young adults and their families, particularly health services, schools, colleges	X		A/I
An understanding of the role of elected Members	X		A/I
Knowledge of consultation methods and engagement with Stakeholders	X		A/I
Experience	Essential	Desirable	Assessed
You will have substantial experience in dealing with Tribunals, dispute resolution and have the ability to train staff to ensure they have the appropriate knowledge on relevant SEND Legislation.	X		A/I
Proven track record of overseeing a range of responsibilities and co-ordinating service delivery in a multi-disciplinary statutory environment.	X		A/I
Experience of working collaboratively with education, health and social care professionals, schools and other education settings and children and families in needs assessment and delivery.	X		A/I
Experience of managing complex cases including complaints and appeals to the Tribunal	X		A/I
Proven track record of working in a multi-agency setting at a senior level.	x		A/I
Proven track records of working in a legal arena.		x	A/I
Skills	Essential	Desirable	Assessed
High level of analytical skills, problem-solving abilities and decision-making skills.	X		A/I
Able to work flexibly and effectively under pressure and to be resilient and solution focused when facing challenges.	X		A/I
Excellent and highly developed negotiation and communication skills	x		A/I
Able to communicate effectively and present complex information, including clear and concise reports to managers and partnership groups.	X		A/I

Demonstrable ability to make decisions in relation to children and young people based on sound assessment of needs and appraisal of available options.	X		A/I
Good ICT skills which will enable you to prepare paperwork and bundles for Tribunal.	X		A/I
A strong personal commitment to continuing professional development.	X		A/I
Able to ensure that equality of opportunity, valuing diversity, respect for difference and anti-discrimination are integrated into practice.	X		A/I
Qualifications	Essential	Desirable	Assessed
Degree level educated, or professional equivalent experience	X		A/I/C
Evidence of continuing professional development	X		A/I/C

A – Application form / CV

I – Interview

T – Test

C - Certificate