



Job Profile Comprising Job Description and Person Specification

Job Description

Job Title: Tribunal Case Officer	Grade: SO2
Section: Special Needs Assessment Service (SNAS)	Directorate: Children’s Services
Responsible to: Special Needs Assessment Service Manager	Responsible for:
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

To coordinate and lead on medium-complexity SEND appeals (including sections B, F and I of EHC plans) and support the development of clear, legally sound responses on behalf of the Local Authority. The postholder will work under the guidance of the SEND Tribunal and Mediation Manager to manage appeal preparation, support families, liaise with legal representatives, and participate in case reviews and dispute resolution.

This role requires a sound working knowledge of SEND legislation, strong case management skills, and a proactive, child-centred approach.

Specific Duties and Responsibilities

1. Lead on allocated Tribunal cases, including coordination of evidence, drafting of responses, and liaising with professionals and families.

2. Draft the Local Authority's position statements in relation to sections B, F and I, incorporating professional advice and applying relevant law.
3. Gather evidence from professionals and ensure it is presented clearly and appropriately for legal proceedings
4. Attend mediation sessions and case resolution meetings, advocating for early resolution where possible
5. 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.
6. 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.
7. Ensure that post-Tribunal actions are followed up, including timely updates to EHC plans or placements.
8. Maintain accurate and up-to-date case records and contribute to service reporting, audits, and reviews
9. Ensure Tribunal rulings are acted upon promptly by overseeing timely updates to Education, Health and Care Plans.
10. Promote a parent-focused approach in all aspects of Tribunal-related work, helping to build trust and transparency with families.
11. Guarantee that parents, carers, and young people understand their rights in relation to the Tribunal process and are clearly informed about available resolution routes.

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.
- 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.

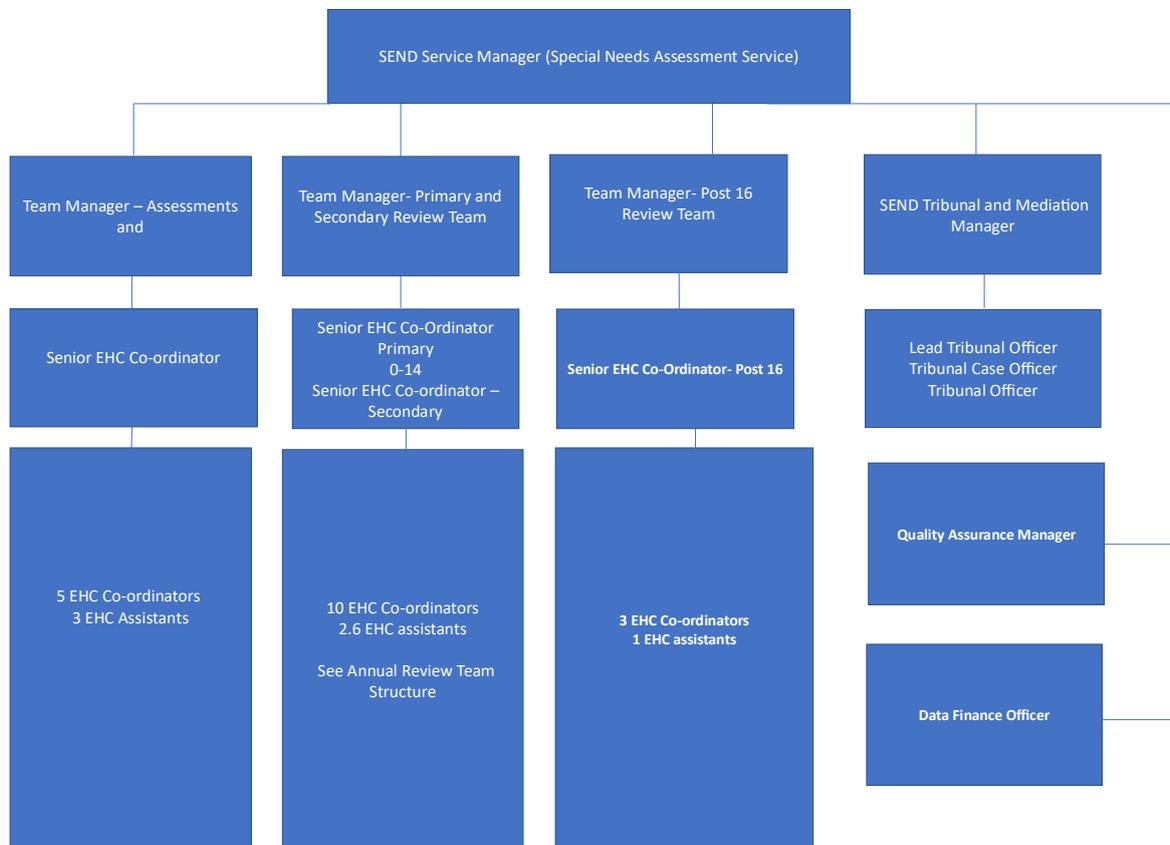
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

N/A

Current Team Structure

Official



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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
Strong understanding of SEND law and statutory duties (Children & Families Act 2014, SEND Code of Practice).	X		A/I
Good knowledge and understanding of current issues in education for children and adults with complex needs, including safeguarding.	X		A/I
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

Experience	Essential	Desirable	Assessed
Experience managing complex casework and producing detailed written reports.	X		A/I
Skills	Essential	Desirable	Assessed
Able to work effectively with legal professionals, schools, and health/social care colleagues.	X		A/I
High-level written and verbal communication skills.	X		A/I
Organised, with the ability to meet tight deadlines and manage a varied caseload.	x		A/I
Empathetic and professional approach to working with families under stress or in dispute.	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