

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Tribunal Officer	Grade: Scale 5
Section: Special Needs Assessment Service	Directorate: Children's Services
Responsible to following manager: Disagreement Resolution and Tribunal Manager	Responsible for following staff: None
Post Number/s: RWC3217	Last review date: August 2020

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To support the Dispute Resolution and Tribunal Manager to undertake dispute resolution, formal mediation work and to respond to appeals to the SEN and Disability Tribunal, including the preparation of bundles.

Specific Duties and Responsibilities

1. To manage the Tribunal email in box ensuring that information is shared with relevant officers within SNAS, the legal team and professionals who are involved in appeal hearings as appropriate.

2. To support the Dispute Resolution and Tribunal Manager to amend Education, Health and Care Plans (EHCPs) arising from complex annual reviews attended/disagreement resolution work as necessary.
3. To maintain records related to mediation and appeal activity and provide regular updates on themes to the managers in SNAS to support learning.
4. To collate evidence, witness statements and other information and reports as necessary to support the appeals process.
5. To obtain costings as necessary from education providers, professionals, transport to support the appeals process.
6. To ensure that all responses to the Tribunal are within timescales.
7. To prepare 'bundles' of the documentation in an appeal and ensure that these are provided to the Tribunal and other parties within timescales.
8. To ensure that witnesses in appeals have the necessary information to be well prepared for the appeal hearing.
9. To undertake research into case law as required by the Dispute Resolution and Tribunal Manager to support the response to mediation and appeals.
10. To liaise with the independent mediation provider to ensure the mediation sessions are set up, the right officers are in attendance and have the necessary information to enable the mediation to be as effective as possible.
11. To ensure that relevant staff are made aware of the outcome of any formal mediation and appeals.
12. To support the Managers / SEND Officers to comply with Tribunal Orders.
13. To support the Dispute Resolution and Tribunal Officer with collating appropriate information to support the response to appeals and mediation.
14. To liaise with the South London Legal Partnership and ensure they have access to the necessary information for any appeals they are managing on behalf of the council.
15. To liaise with social care and health to ensure appeals under the National Trial are managed effectively and that information is collated in relation to costs to enable claims to be made to the DfE.
16. To ensure that case records are accurately maintained for any cases subject to dispute resolution, mediation and appeals.
17. Any other duties as commensurate with the grade and post title, as required by the Dispute Resolution and Tribunal Manager / Head of SNAS.

Generic Duties and Responsibilities:

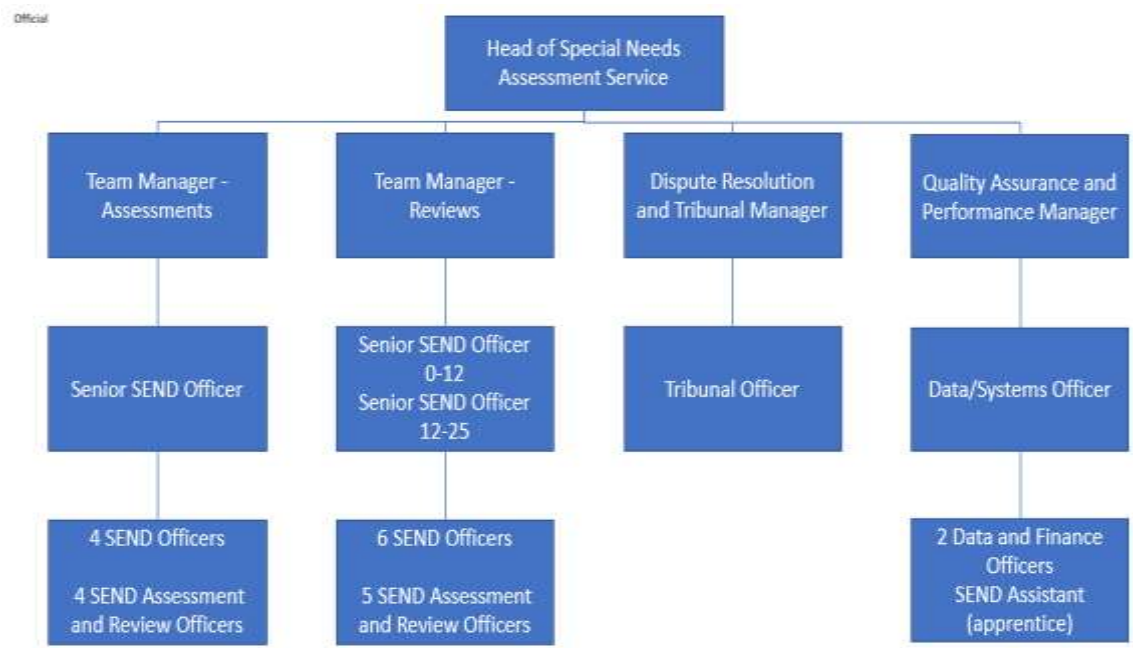
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.

- 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 the SSA’s policies, 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 role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

N/A

Current Team Structure (this is the proposed structure)





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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements		Assessed by A & I/ T/ C (see below for explanation)
Experience and Knowledge		
1. Knowledge of the Children and Families Act 2014 in relation to SEN and associated regulations / Code of Practice 2015		A&I
2. Experience of working closely with other agencies and parents / carers		A&I
3. Experience of working in a Local Authority/public or third sector or		A&I

legal role with accountability for working with the public and/or schools/education settings	
4. Understanding of the importance of equal opportunities	A & I
5. Understanding of the importance of customer care	A & I
Skills and Abilities	
6. Good written and verbal communication skills	A, I & T
7. Ability to organise a varied and complex workload to ensure deadlines are met and within a pressurised environment	A&I
8. Ability to communicate well with a wide range of professionals at all levels in education, health and social care and other services	A&I
9. Ability to liaise sensitively and successfully with parents and carers and young people particularly where disagreements have arisen	A&I
10. Ability to work successfully as part of a team with common goals and deadlines but also to work on own initiative	A&I
11. Ability to use word processing and other packages to produce letters and to input and extract information from databases and Excel statements of SEN, EHC Plans, tables etc.	A,I & T
12. Ability to work without supervision and use initiative when appropriate	A & I
13. Ability to pro-actively respond to queries and take appropriate action	A & I
14. Conscientious with thorough attention to detail ensuring that information is accurate	A, I & T
Qualifications	
10. Good level of general education	A, I & C

A – Application form / CV

I – Interview

T – Test

C - Certificate