



Job Description Projects and Tribunal Lead

- Place of Work:** West Heath School, Sevenoaks, TN13 1SR
- Hours of Work:** Term Time Plus
37.5 hours per week /41 weeks per year + 5.6 weeks annual leave
- Accountable to:** Principal
- Direct Reports:** n/a

The School:

West Heath School is a challenging place to work, but our dedicated staff rebuild lives through education. Teaching respect, encouraging responsibility, building relationships and developing resilience in our students is an integral part of the role. Our committed, dynamic and resourceful staff find the work rewarding.

Main Purpose of the role:

To prepare the school's grounds of response in Complaints, Monitoring and Quality Assurance Inspections and other Projects. To provide guidance to prospective parents through Appeal processes and to create 'bundles' and 'supplementary bundles' for Tribunals

Projects include but are not limited to Ofsted Inspections, Quality Assurance Monitoring, Risk Assessments, Stakeholder Inspections, Commissioning, Student Contracts. A requirement is to use expertise in business/corporate, legal and educational case and project management and planning, quality assurance, monitoring and where necessary risk/issue management and reporting. The Lead must be adept at multi-tasking and have a strong administrative skill set

Complaints

- Responsible for the development, management and implementation of procedures to ensure compliance with Government Legislation and the School's agreed Policies and Procedures, ensuring The Education (Independent School Standards) Regulations 2014 Part 7, is adhered to
- Endeavor to prevent escalations of complaints to Stage 2, liaising with the complainant in an informal manner and determining preferred outcomes
- Responsible for managing complaints including fact finding, analysis of complaints, guiding Investigating Officers through the complaints and outcomes process ensuring continued compliance within the policy and legal framework, ensuring the implementation of regulations relating to complaints
- To co-ordinate and prepare case files; ensure statistical information is produced; collated; analysed and reported on, to assist in the

evaluation and efficiency of the complaint by the Investigating Officer or Investigating Panel to make an objective response to the complainant within the regulatory timeframes

- Ensure that the process is effectively communicated to work efficiently and actively with, but not limited to, parents, staff, MPS's, Councillors, Solicitors, Ofsted Inspectors, Chair of Trustees and Trustees. Ensure stresses are minimised and that all parties find the process transparent, informative and thorough whilst complying fully with School Policy and legislation. Sound knowledge of the Equality Act 2010; General Data Protection Regulations and Freedom of Information Act required
- Where required respond to complaint queries from Solicitors, MP's and Local Authorities for and on behalf of the Principal
- Undertake continuous personal and professional development to keep abreast of legislation including attendance of IPSEA SEN Law Conferences which enable the continued support of Investigating Officers and/or Investigating Panels
- Monitor complaint responses and ensure they meet legal requirements
- Act as escalation point for complaints referred to the Chair of Trustees
- Issue guidelines for Panel Hearing Stage 3 and Proposed Agenda
- Respond to external parties such as MPs to non-admission complaints
- Respond to solicitors relating to possible Disability Discrimination claims

Projects

- Use expertise in business/corporate, legal and educational case and project management, planning and dependency management, quality assurance, monitoring and where necessary risk/issue management and reporting skills.
- Lead on the execution and day-to-day running of projects, reporting directly to the Principal
- Set appropriate delivery methodologies, understand project requirements, objectives and legal/educational reference terms
- To audit student contracts, using knowledge of Contract Law and Private Law, and an understanding of the Children and Families Act 2014 (CFA) Section 63(2) and knowledge of the Procurement Act 2023
- To analyse and organise research specifications for various projects as stated above ensuring quality assurance
- To search and retrieve information from various platforms, prepare and write reports as and when project requires
- Establish and implement protocols to change the scope of projects and update the procedures, targets and results
- To communicate and liaise with key members of staff, stakeholders, solicitors and related agencies to ensure desired project outcomes are achieved
- To manage and deliver projects within time constraints necessitating the use of excellent communication, analytical and negotiation skills
- To be committed to working in a flexible way and undertaking any further projects reasonably requested by the Principal and Trustees which are commensurate with the senior level of responsibility within this

post

- To organise events such as Open Days, milestone Anniversaries
- To be an ambassador for West Heath School at events and meetings
- To ensure publication materials are up to date e.g. Prospectus; Therapy Provision Booklet and where necessary be actively involved in the production and publication of such materials
- Research and compilation of Progression Report for West Heath School

Quality Assurance & Monitoring Reports/Visits

- Develop and maintain relationships with all our stakeholders, in particular our Local Authorities
- Consult with Principal on best techniques for managing stakeholder relationships
- Ensure Local Authorities are kept informed of the provision offer
- Use expertise in business/corporate, legal and educational case and project management to produce/complete Quality Assurance Reports and return to Commissioners/stakeholders within strict timeframes
- Liaise with key staff members to ensure accuracy of reported data
- Organise and attend monitoring visits Examples of Quality Assurance & Monitoring Reports such as CCRAAG or other local authorities

Tribunals

- Tribunal Lead for West Heath will represent the school and manage Appeals by providing a comprehensive, coordinated and efficient response to the Special Educational Needs and Disability Tribunal whilst supporting Witnesses, liaising with Solicitors, Parent/Carers and Local Authorities, Tribunal Appeals Court
- Tribunal Lead will use knowledge of Education Law and The Children's and Family Law, Act 2014 and SEN legislation to advise, assist and guide parents in the tribunal process
- Advise, direct/guide parents to Mediation, Judicial Alternative Dispute (JADR) and Appeal processes, in order to do so Tribunal Lead must have knowledge of these processes and external agencies which offer these services
- Tribunal Lead will understand legal documents and be able to translate/communicate effectively to parents, stakeholders and other relevant parties
- Apply knowledge and understanding of current statutory procedures and processes governing the provision of services for young people with SEN and the stages of the SEND Appeal process when producing evidence, reports and Bundles
- When required, attend Tribunal Hearings and support Witnesses, therefore must have a sound knowledge and understanding of the different roles and responsibilities of multi-disciplinary professionals
- Ensure effective case management of SEN Appeals which will require excellent organisational and time management skills, be methodical and forensic analysis and collation of case evidence, ensure correct legal documents and formats are compliant
- Ensure tribunal casework processes are robust

Safeguarding

- To undertake relevant Safeguarding training linked to the post and update as required.
- To ensure that you are aware of Safeguarding practices and policies and understand the escalation processes.
- Ensure that Safeguarding practice and policies are at the forefront of your practice with regard to the current guidelines from Keeping Children Safe in Education.
- Promote best practice safeguarding in all interactions with students.

Health and Safety

- Always working safely and hygienically within Health and Safety and Safeguarding Guidelines and Policies.

Partnership Working:

- Sustain and develop positive working partnerships with all areas of the School.
- Implement/monitor and contribute to joint initiatives as required.
- To create and develop links between the department and the wider school community.
- Celebrate and share success with students, colleagues and parents/carers.

Equality and Diversity:

- Ensure equality in the workplace regardless of race, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex, sexual orientation.
- Support people to express their individuality and uniqueness in all areas of life.

General:

- To act as an ambassador for West Heath School representing the school where necessary at Events and Meetings.
- To undertake ongoing continued professional development.
- To uphold the values and ethos of the school.
- To undertake such duties and responsibilities reasonably consistent with the role as may be required from time to time by the line manager.
- Follow West Heath School Policy and Procedures, paying particular attention to Safeguarding, Confidentiality & Health and Safety.
- To attend regular supervision sessions with Line Manager.
- Attend team meetings as required.
- Undertake any relevant training as identified.
- Ensure that professional standards are always met.
- To complete any tasks that are reasonably requested by your line manager or SMT.

PERSON SPECIFICATION

The successful candidate will be a strong forward-thinking, who demonstrates commitment to the school's values and ethos and has robustness, unwavering enthusiasm and tenacity to meet the needs of this demanding post.

Requirement	Essential	Desirable
1. Qualifications	<ul style="list-style-type: none"> • Relevant degree or Paralegal qualification. • Maths and English grade 4 or higher. 	<ul style="list-style-type: none"> • Level 3 or above Professional Diploma in Law and Practice • APM PFQ/ PMQ
2. Experience	<ul style="list-style-type: none"> • Complaints handling legislation and understanding of Equality Act 2010; GDPR, Freedom of Information and Subject Access Request. • Project management, aligning methodologies with research goals from inception to completion of projects. • A track record and experience in leading and delivery of managing projects. • Experience within Corporate/business or Education, legal fields. 	<ul style="list-style-type: none"> • Working within SEN education
3. Knowledge and skills	<ul style="list-style-type: none"> • Project management. • Strong analytical skills • Experience of dealing with a range of stakeholders including at Senior Levels. • Stakeholder engagement skills • Preparation of reports/documents for tribunal courts and complaints. • Research, analysis, strong writing skills. • The ability to synthesise research and present in an accessible way. • Case Management of Tribunal Appeals. • Advanced IT skills • Senior Project Management. • Excellent communication skills, including experience of working effectively with diverse audiences. 	<ul style="list-style-type: none"> • Understanding of Contract Law • Knowledge of Procurement Act 2023 • A solid business acumen with an understanding of the legal system. • Understanding SEND Law in the context of this role and school. • Experience working with multi-disciplinary professionals. • Proven knowledge of SEN Tribunals and Appeals and management of tribunal cases. • Management and leader of Quality Monitoring Assurance and Inspections. • Attachment aware and Trauma Informed Education and Therapy Models.

4. Competence	<ul style="list-style-type: none"> • Senior Project Management • Able to work under pressure yet deliver on time with attention to detail and accuracy. • A self-starter who can work both independently, using their own initiative with minimal support, as well as within a team environment. • An innovative problem solver who demonstrates resilience and positivity whilst seeking solutions. • Capable and experienced at handling confidential or sensitive information • Highly organised • Ability to work to tight deadlines 	<ul style="list-style-type: none"> • Ability to conduct educational/legal research • Ability to absorb legal information, disseminate same
5. Personal Qualities	<ul style="list-style-type: none"> • Professionalism, discretion, trustworthiness, excellent communicator both written and verbal • Ability to work in a way which reflects the Schools values/ ethos. • Working practice which encompasses equal opportunities. • Willingness to address challenging issues with clarity of purpose and diplomacy • Ability to work under pressure and deal effectively with emerging situations • Adaptability 	<ul style="list-style-type: none"> • Patience, empathy and kindness
6. Other	<ul style="list-style-type: none"> • Personal development - a strong interest in and commitment to continuous personal learning and development. • Enhanced DBS • Commitment to Safeguarding 	<ul style="list-style-type: none"> • Full Driving License

Note:

This Job Description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify reconsideration of the salary for the post.

West Heath School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.