Job Summary Overview	
Job title	Service Manager – Access, Attendance and Alternative Education
Career family	People Care
Career family level	Operational Manager / Senior Manager (Tier 5)
Grade	17
Reports to	Assistant Director: Schools and Settings – Sufficiency
Financial responsibility	Responsibility for resolving financial issues including complex issues within finance guidance. Responsibility for forecasting, management on internal systems for cost centres under the operational area. Responsibility for pay and managing salary information for staff members within their operational area Supporting management of income accounts and end of year close down Accountability for the operational area's cost centres and finances Working closely with other operational managers and service managers to ensure effective overall financial planning of the service. Financial oversight up to £5m
Supervisory responsibility	3 direct line management responsibility for the managers of the County Attendance Team, Exclusion Reintegration Team and Alternative Learning Pathways Team with overall leadership responsibility for a service of approximately 35 staff.
Reference number	

Job Summary
To provide strategic and operational leadership for Oxfordshire's Education Access services, ensuring that vulnerable children and young people receive suitable, safe and timely access to education and that the council fulfils its statutory duties for attendance, children missing education, elective home education, child performance licensing, alternative provision, children unable to attend school because of health needs, exclusions and reintegration.

The Service Manager will lead multidisciplinary teams and oversee performance, safeguarding, service improvement, commissioning, partnerships, workforce and resources to secure improved and equitable outcomes.

Corporate responsibilities:

- Work with senior leaders to deliver council priorities, continuous improvement, financial sustainability and high-quality services for residents.
- Shape a high-performing and inclusive organisation, leading through change while maintaining statutory compliance and service performance.
- Lead and develop high-performing teams, fostering a culture of trust, collaboration, innovation and accountability aligned with the council's people and culture strategy.
- Work across organisational boundaries to remove barriers and co-design efficient, integrated and inclusive services with residents, communities and partners.
- Anticipate sector developments and use system-wide insight to challenge current thinking and develop effective new approaches.
- Build trusted relationships with local and national stakeholders and monitor the effectiveness of jointly designed, commissioned and delivered outcomes.
- Support the Cabinet and elected members, where appropriate, by translating political priorities into coherent initiatives within agreed governance arrangements.

Role-specific responsibilities:

- Develop, implement and communicate the council's strategic vision, policies and operational plans for attendance, educational inclusion and access to education, aligned with corporate priorities.
- Lead compliant statutory delivery across school attendance, children missing education, elective home education, child performance licensing, alternative provision, the council's duty under section 19 of the Education Act 1996, exclusions and reintegration, responding to legislative, policy and local developments.
- Provide strategic leadership to the County Attendance Team, Exclusion Reintegration Team and Alternative Learning Pathways Team, using professional judgement, data and risk assessment to resolve complex issues and improve outcomes.
- Act as the council's Named Officer for children with health needs, providing strategic oversight of arrangements to secure suitable, timely and accessible education in accordance with section 19 of the Education Act 1996 and relevant statutory guidance.
- Embed safeguarding, inclusion, attendance, behaviour, disadvantage and SEND reform across service priorities, policies and delivery.
- Maintain robust systems for performance management, quality assurance, compliance, risk, intelligence and escalation, and lead responses to inspections, audits, complaints, Ombudsman investigations and Freedom of Information requests.
- Lead commissioning, contract management, monitoring and evaluation of alternative provision for permanently excluded children and children educated through hospital or outreach arrangements.
- Oversee timely, suitable provision and innovative pathways for children unable to access school, including education otherwise than at school, and support effective reintegration into mainstream education.

- Be accountable for measurable improvements in attendance, persistent and severe absence, the identification and support of children missing education, the suitability of elective home education, access to appropriate alternative provision, exclusion prevention and successful reintegration, regarding vulnerable and disadvantaged groups.
- Promote inclusive practice and lead collaborative approaches with schools and partners to improve attendance, reduce exclusions and strengthen inclusion.
- Lead the delivery of Alternative Provision within the Council's SEND Reform Plan, driving the development of a three-tier AP model, improving reintegration pathways, strengthening inclusion, and ensuring more children and young people receive timely support within their local community.
- Build effective partnerships with schools, academy trusts, diocesan authorities, alternative providers, social care, health, youth justice, the police, government agencies and regional and national networks, representing the council at relevant forums.
- Lead deployment of resources, workforce development and evaluation of impact across the service, working closely with school effectiveness, SEND, safeguarding and wider children's services.
- Manage the service's budgets, cost centres and resources, ensuring effective planning, forecasting, monitoring, financial sustainability, value for money and demonstrable impact.
- Provide expert advice to senior leaders, elected members, schools and partners on educational access and inclusion.
- Deputise for the Assistant Director for Schools and Settings as required and contribute to the wider development and implementation of education policy and practice across Oxfordshire.

Specific requirements	Essential *Mark with ✓*	Desirable *Mark with ✓*
Degree or equivalent professional qualification plus substantial experience at a senior strategic level	✓	
Management qualification or equivalent experience	✓	
Expert knowledge/experience of relevant legislation, guidance, and regulations, with proven ability to successfully implement this in the setting at an operational and strategic level.	✓	
Strong organisational and sector acumen and operational knowledge across multiple service areas and functions	✓	
Substantial experience of leading multiple teams to deliver high performance and to budget	✓	
Understanding of the fiscal regulations and personal accountability, with the ability to analyse financial data to prepare forecasts and monitor and manage budgets against agreed plans.	✓	
Experience in resolving operational issues considering long-term sustainability and the impact on wider services and functions, escalating as appropriate	✓	
Experience influencing senior stakeholders and managing competing priorities	✓	
Skills in building effective relationships with partners, communities, and other councils	✓	

Ability to interpret complex data and insight to inform long-term planning	✓	
Strong understanding of workforce development and organisational culture and understanding the strategic importance of continuous learning, professional development and knowledge sharing, ensuring individual and organisational learning is fully exploited to enhance organisational capability.	✓	
Proven ability to lead through uncertainty and adapt to changing demands	✓	
Ability to identify drivers for service-level demand and make recommendations for changes to enhance service delivery		✓
Specialist qualifications relevant to this area of specialism		✓
Ability/experience of funding bids		✓

Working Arrangements

- The post is not politically restricted.
- Full driving license with business insurance required to be able to travel and work from various office locations within the county.
- Enhanced Disclosure and Barring Service check with Children's and Adults Barred List
- Required to provide cover for colleagues during periods of absence to ensure continuity of service and maintain operational efficiency.
- Ability to work flexibly, including work on a rota basis, evenings, weekends, and responding to emergencies.
- Contractual base as detailed on contract, but you are able to work on a flexible basis in line with our Agile Working Policy.

Health and Safety at Work

All employees have responsibilities for health and safety – both for themselves, colleagues and the people we work with.

The potential significant hazard(s) and risk(s) for this post are identified below (those ticked).

☐	Provision of personal care on a regular basis	☐	Driving HGV or LGV for work
☐	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	X	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)
☐	Working at height/ using ladders on a regular/ repetitive basis	X	Restricted postural change – prolonged sitting
X	Lone working on a regular basis	☐	Restricted postural change – prolonged standing
☐	Night work	X	Regular/repetitive bending/ squatting/ kneeling/crouching

☐	Rotating shift work	☐	Manual cleaning/ domestic duties
☐	Working on/ or near a road	☐	Regular work outdoors
X	Significant use of computers (display screen equipment)	X	Work with vulnerable children or vulnerable adults
X	Undertaking repetitive tasks	X	Working with challenging behaviours
☐	Continual telephone use (call centres)	☐	Regular work with skin irritants/ allergens
☐	Work requiring hearing protection (exposure to noise above action levels)	☐	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐	Work requiring respirators or masks	☐	Work with vibrating tools/ machinery
☐	Work involving food handling	☐	Work with waste, refuse
☐	Potential exposure to blood or bodily fluids	X	Face-to-face contact with members of the public
☐	Other (please specify):		