

Job Description

Section A: Job Profile

The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.

Job Details

Job Title:	Tribunal Case Co-Ordinator
Salary:	£35,571-£38,511
Grade:	9
Hours:	37 per week. We are open to discussions about flexible working.
Team:	SEN team
Service Area:	Children's Services, CEF
Primary Location:	Ron Groves House Please note we are actively looking at our ways of working using everything we have learnt and heard from our people about the organisational and personal benefits of agile working. What you can absolutely expect from working at Oxfordshire County Council (OCC) is that you will have the support to do your job and deliver great results, wherever you are based. Each role at OCC is different and we know the needs of individuals are also varied, and so our approach to where and how often we would like to see you in person will be taken depending on the requirements of the role and in collaboration with you as part of the recruitment process
Budget responsibility:	Not Applicable
Responsible to:	Lead Officer for Tribunals, Resolutions and Compliance
Responsible for:	All Tribunal and complaints co-ordination for children and young people with EHC plans across the County
Political Restricted Post:	Not Applicable

Job Purpose

A brief overview of the key objectives of the job:

To work closely with internal and external stakeholders, including parent/carers, legal services, schools & colleges.

To lead in the allocation and attendance processes linked to mediation and resolution of all disputes in relating to the SEND Tribunal processes.

To ensure that all documentation linked to a SEND Tribunal appeal is distributed appropriately and within specified time constraints.

To assist in developing practice which reduces the Local Authorities exposure to risk or appeals to Tribunal, litigation and judicial review, including complaints to the Local Government Ombudsman.

To ensure that accurate financial information following the outcome of a Tribunal is reported to ensure effective budget monitoring.

To lead in the allocation and monitoring of complaints and to ensure all documentation relating to complaints is distributed and responded to within the specified time constraints.

Job Responsibilities

This is a bullet point list of the main duties or tasks that the post holder will be expected to undertake.

- To support colleagues to prepare chronologies and any other necessary paperwork, arrange and support case meetings with witnesses and perform other duties in relation to the First Tier Tribunals and Appeals.
- Monitor inboxes, allocations and data relating to tribunals and Complaints where required.
- Coordinate and collate information to support the Lead Officer for the Tribunal where there is dispute around the special educational needs support arrangements. Provide weekly updates on complaints to specified colleagues.
- Ensure that all documentation linked to SEND appeals is distributed appropriately and within specified timescales. Coordinate the allocation of cases and attendance processes, linked to the mediation and resolution of all disputes relating to the SEND tribunal process.
- Arrange and attend, when necessary, the case planning meetings with schools, health professionals and other providers as appropriate.
- Be responsible for producing the Tribunal bundle for professionals and parents, as required.
- Promote mediation and problem-solving resolution at an early stage with caseworkers to ensure engagement with families to reduce tribunal numbers.
- Coordinate the allocation of complaints and monitoring of responses working with Lead Officers, Senior SEN Officers and SEN Officers. Provide weekly updates on complaints to specified colleagues.
- Engage with schools and other agencies to develop an awareness and understanding of the issues in relation to assessment, planning and person-centred approaches.
- Provide support to the team leaders/team to help to resolve complex issues on their caseload.
- Contribute to the wider SEN service aspirations, identifying opportunities to achieve integrated working on a multi -agency basis. Work as an effective team member within the SEN Casework team and across the wider service.
- Any other duties as may be deemed necessary to carry out the full remit of the role.

Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe 'the way we do things here' so that we deliver great services for our residents. Our values are:

- Always learning
- Be kind and care
- Equality and integrity in all we do
- Taking responsibility
- Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

Essential Criteria	Assessed By:
Good Knowledge of the Code of Practice for SEND, SEND Reforms 2014/ Tribunal Processes	A/I/T
Experience of using ONE and regular use of Microsoft Office applications	A
Knowledge of SEND across all sectors, including Early Years providers, schools & colleges, including funding arrangements,	A/I
Ability to work using your own Initiative and to work as part of a team	A/I
Proven ability to work effectively under pressure	A/I
Ability to draft and prepare correspondence and reports which are accurate in terms of content, grammar and spelling	A
Ability to analyse and interpret detailed information and make informed decisions under short time constraints	A
Proven negotiation skills that achieve a desired outcome	A/I

Ability to identify work priorities and manage workloads to meet deadlines, ensuring objectives and targets are achieved with minimal disruption.	A
Commitment to and understanding of the principles of Equal Opportunities for all, in employment and delivery of services.	A/I
Desirable Criteria	Assessed By:
Ability to manage difficult and sensitive issues/interpersonal skills.	A
Ability to support and challenge team members as required	A
Ability to work flexibly to meet the needs of the service	A
Awareness of complaints procedure	A

Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre employment checks specific to this role are identified below (those ticked).

☒	Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	☐	Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
☐	Enhanced Disclosure and Barring Service check with Children's Barred List	☐	Enhanced Disclosure and Barring Service check with Adults Barred List
☐	Standard Disclosure and Barring Service check	☐	Basic Disclosure
☐	Disqualification for Caring for Children (Education)	☐	Overseas Criminal Record Checks
☐	Prohibition from Teaching	☐	Professional Registration
☐	Non police personnel vetting	☐	Disqualification from Caring
☐	Other (please specify):		

Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job 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	☐	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	☒	Restricted postural change – prolonged sitting
☐	Lone working on a regular basis	☐	Restricted postural change – prolonged standing
☐	Night work	☐	Regular/repetitive bending/ squatting/ kneeling/crouching
☐	Rotating shift work	☐	Manual cleaning/ domestic duties
☐	Working on/ or near a road	☐	Regular work outdoors
☒	Significant use of computers (display screen equipment)	☐	Work with vulnerable children or vulnerable adults
☐	Undertaking repetitive tasks	☐	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	☐	Face-to-face contact with members of the public
☐	Other (please specify):		