ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Childrens Services
SECTION:	Inclusion and Alternative Provision
LOCATION:	Number One Riverside
JOB TITLE:	Inclusion Support Service Manager
POST NUMBER:	
Grade:	9
Accountable to:	Strategic Lead for Inclusion and Alternative Provision
Accountable for:	Inclusion Support Service
Hours of Duty:	37 flexible working hours in accordance with the needs of the service.
Any Special Conditions of Service:	The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.
	This post is/is not Politically Restricted in accordance with the current regulations *(delete as appropriate)*

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART

Head of Schools and Belonging
↓
Strategic Lead for Inclusion and Alternative Provision
↓
Inclusion Support Service Manager
↓
Outreach Support Worker x 4
CAMHS Practitioner
Early Help Lead
Youth Worker
Primary Specialist Teacher
EBNA Worker x 3
EBNA Key Worker
SaLT Therapist
Education Psychologist
Music and Drama Therapist

PURPOSE AND OBJECTIVES OF THE JOB

To provide strategic and operational leadership for the Inclusion Support Service, ensuring the effective delivery of early intervention, inclusion and preventative support for children and young people at risk of suspension, permanent exclusion and those experiencing Emotional Based Non-Attendance (EBNA).

The postholder will manage and develop a multi-disciplinary team of professionals, ensuring that high-quality, evidence-informed interventions are delivered consistently across schools and educational settings. The role will work collaboratively with schools, families and partner agencies to improve attendance, reduce exclusions, promote inclusion and secure positive educational outcomes for vulnerable children and young people.

The postholder will lead on the development of inclusive practice across the borough and provide professional advice, challenge and support to schools and partner agencies.

Control of Resources

Personnel
Direct line management responsibility for Inclusion Support Service staff.

Responsible for recruitment, supervision, appraisal, performance management, workforce development and wellbeing of staff within the service.

Financial
No budget holding responsibilities.

Equipment/Materials
Responsible for the safe and appropriate use of council equipment and resources.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Identify workforce development needs and ensure staff receive appropriate training, coaching, mentoring and supervision.

Maintain own professional knowledge in relation to attendance, exclusion, inclusion, SEND, safeguarding and national policy developments.

Relationships (Internal and External)

Develop and maintain effective working relationships with:

- Headteachers and school leaders
- Parents and carers
- Alternative Provision providers

- Children's Social Care
- Early Help Services
- SEND Services
- Educational Psychology
- Health Services
- CAMHS and mental health providers
- Youth Justice Services
- Attendance and Section 19 Team
- Other Council services and partner organisations

Responsibilities

The postholder must -

(i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
(ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these values and associated behaviours at all times.

Principal Duties

1. Lead, manage and develop the Inclusion Support Service, ensuring the effective delivery of targeted support and intervention for children and young people at risk of suspension, permanent exclusion and emotional based non-attendance (EBNA).

2. Provide strategic and operational leadership to a multi-disciplinary team, ensuring high-quality practice, consistent service delivery and positive outcomes for children, young people and families.

3. Directly line manage staff within the service, including recruitment, induction, supervision, performance management, appraisal and workforce development.

4. Coach, mentor and professionally challenge staff to ensure the effective planning, delivery and evaluation of evidence-based interventions and support programmes.

5. Develop and maintain a culture of high expectation, accountability, reflective practice and continuous improvement across the service.

6. Ensure that interventions are appropriately targeted, outcome-focused and responsive to the needs of children and young people.

7. Work collaboratively with schools, academies, trusts and partner agencies to strengthen inclusive practice and reduce the risk of suspension, permanent exclusion and persistent absence.

8. Lead and oversee multi-agency planning and intervention for children with complex needs, ensuring effective coordination and clear accountability across services.

9. Provide specialist advice, guidance and challenge to schools and partners regarding inclusion, attendance, behaviour and early intervention approaches.

10. Monitor and evaluate service performance, including attendance, exclusion, reintegration and engagement outcomes, using data to inform service improvement and resource allocation.

11. Ensure safeguarding responsibilities are embedded across all aspects of service delivery and that appropriate action is taken where concerns are identified.

12. Prepare and present reports, briefings and performance information for senior leaders, partnership boards and elected members as required.

13. Represent the Local Authority at operational and strategic meetings relating to inclusion, attendance, alternative provision and vulnerable learners.

Secondary Duties

14. Maintain an up-to-date knowledge of national legislation, statutory guidance and emerging best practice relating to attendance, inclusion, alternative provision, SEND and safeguarding.

15. Undertake any other duties commensurate with the grade, responsibility and nature of the post as reasonably required by the Strategic Lead for Inclusion and Alternative Provision.

16. To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by Natalie Brotherton Date 27/08/2026

Agreed by Postholder _____ Date _____

Supervisor _____ Date _____

Service Director _____ Date _____

Rochdale Borough Council
Person Specification

Directorate:	Childrens Services	**Post:**	Inclusion Support Service Manager
Service:	Inclusion and Alternative Provision	**Grade:**	
Job Ref:			

Note to Candidates:
The *Essential Criteria* are the qualifications, experience, skills or knowledge you **must show you have** to be considered for the job. The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria,* you must include in your application enough information to show **how** you meet these criteria. You should include examples from your paid, voluntary work or education.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

	Criteria	**Essential (E) Desirable (D)**	**How Identified: AF Application Form I Interview A Assessment**
(a)	**Special Working Conditions**		
1.	Ability to travel throughout the Borough and beyond as required for meetings, provider visits and partnership work	E	AF/I
2.	Ability to work flexibly to meet service requirements	E	AF/I
(b)	**Qualifications and Experience**		
3.	Degree level qualification or equivalent professional qualification in education, inclusion, SEND, social care, leadership or related field	E	AF/I
4.	Significant experience of managing and leading multi-disciplinary or multi-agency teams	E	AF/I
5.	Significant experience of working within education, inclusion, attendance, SEND, safeguarding or alternative provision services	E	AF/I
6.	Experience of managing service performance and quality assurance	E	AF/I
7.	Experience of coaching, mentoring and developing staff	E	AF/I
8.	Experience of leading service improvement and change management	E	AF/I
9.	Experience of partnership working across education, health and social care environments	E	AF/I
(c)	**Skills and Knowledge**		
10.	Extensive knowledge of inclusion, attendance, suspension and permanent exclusion duties	E	AF/I
11.	Strong understanding of EBNA and effective intervention approaches	E	AF/I
12.	Knowledge of safeguarding legislation and procedures	E	AF/I
13.	Knowledge of SEND legislation, guidance and inclusive practice	E	AF/I
14.	Ability to lead and motivate a diverse workforce	E	AF/I
15.	Ability to provide constructive challenge, coaching and	E	AF/I

	professional support		
16.	Strong analytical and problem-solving skills	E	AF/I
17.	Ability to evaluate service impact and outcomes	E	AF/I
18.	Excellent communication, negotiation and presentation skills	E	AF/I
19.	Strong report writing and strategic planning skills	E	AF/I
20.	Strong ICT and data analysis skills	E	AF/I
(d)	**Behaviours and Values**		
12.	Approach the job at all times using the values set out below: • Proud • Passionate • Pioneering and Open	E	AF & I
13.	Demonstrates collaborative and solution-focused approaches to partnership working	E	AF/I
14.	Demonstrates a commitment to safeguarding, inclusion, equality and positive outcomes for children and young people	E	AF/I