

Best Start Inclusion Coordinator

Service	Reporting to	Location	Grade
Starting Life Well / Best Start & Family Hubs	School readiness advisor / Service manager	Citywide – Family Hubs, early years settings and network sites	4B

About the role

The Best Start Inclusion Coordinator provides operational leadership and line management with responsibility for the day-to-day coordination, delivery and quality of the local Best Start inclusion offer.

The Best Start Inclusion Manager has direct line management responsibility for a specialist inclusion workforce, including Portage Practitioners, Early Support Key Workers, Best Start Inclusion Practitioners, and Early Years Inclusion Advisers. The post-holder is accountable for workforce performance, practice quality, and the effective coordination of inclusion pathways to ensure equitable access to support for children with SEND and additional needs.

Working alongside the Colleagues in the Starting Life Well Service, Best Start Family Hubs Coordinator and other locality leaders on the same geographical footprint, the role provides system and people leadership, strengthening partnership working across early years, education, health, early help and social care. The post-holder contributes to service priorities, workforce development and continuous improvement, ensuring inclusion is embedded across universal, targeted and specialist delivery.

The Best Start Inclusion Coordinator is accountable for practice quality, staff management, pathway delivery and inclusion outcomes within the Best Start and Family Hubs framework.

Key outcomes

- To ensure that Early Years inclusion and SEND support is delivered consistently, effectively and equitably across the locality, aligned with Best Start Family Hubs priorities.
- That staff are effectively line-managed, supervised and developed, with a strong focus on professional practice, quality and continuous workforce development across inclusion services.
- Children with SEND and additional needs, and their families, experience timely, coordinated and appropriate support, improving outcomes and reducing escalation.
- Strong locality-based delivery ensures inclusion support is embedded within place-based Family Hubs and early years systems, responsive to community need.
- Children's needs are identified early and responded to effectively, with consistent application of SEND and inclusion pathways across services.
- Families experience clear and coordinated pathways into and through SEND and inclusion support, including effective transitions between universal, targeted and specialist provision.
- Effective coordination supports smooth transitions into early years provision (including PVI settings), ensuring inclusive practice and readiness for learning.
- Strong and effective multi-agency working across education, health, early years, social care and VCFSE partners ensures joined-up delivery of SEND and inclusion support.
- Effective matrix working across partner organisations supports a cohesive and consistent inclusion offer aligned with Best Start Family Hubs delivery.
- Inclusion practice across services supports positive outcomes for children's development, including communication, relationships and early learning.
- Services are responsive to diverse communities and differing levels of need, ensuring inclusion support is accessible and equitable.
- Service performance, practice quality and delivery are actively monitored using data, insight and feedback, enabling continuous improvement and development of the inclusion offer.
- Family voice and feedback are used to inform service development and improvement, ensuring services are responsive to the experiences of children and families.
- Safeguarding responsibilities are consistently upheld, with appropriate oversight of practice ensuring concerns are identified, managed and escalated in line with procedures.
- Delivery of the inclusion and SEND offer is aligned with Department for Education (DfE) guidance and expectations, ensuring a consistent, high-quality and compliant approach.

What we need from you

- Ability to model and demonstrate Salford City Council's values and leadership behaviours, aligned to *Leading Self, Leading People and Leading Salford*.
- experience of line managing and supervising staff, including performance management, appraisal (PDR), capability and staff wellbeing.
- Leadership or management qualification (or willingness to work towards).

- Experience of leading teams delivering services to children and families within early years, SEND, inclusion or family support settings.
- Strong understanding of early help, SEND and inclusion systems, including pathways across universal, targeted and specialist services.
- knowledge of the SEND Code of Practice and early identification processes, including the application of the graduated response.
- Ability to provide clear operational and professional leadership, supporting high-quality, consistent and inclusive practice across services.
- Strong partnership and system-working skills, with the ability to work effectively across education, health, early help, social care and VCFSE sectors.
- Ability to lead through complexity, change and ambiguity, balancing operational delivery with service development.
- Ability to use performance data, insight and feedback to manage service delivery and drive continuous improvement.
- Strong communication and influencing skills, including the ability to represent services confidently at multi-agency meetings, panels and forums.
- Sound understanding of safeguarding responsibilities and oversight, ensuring appropriate escalation and safe practice across teams.
- Digital skills to support service coordination, performance monitoring, reporting and information governance.

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Developing your leadership skills

We want to equip our leaders with the knowledge, skills and behaviours outlined in our #LeadingSalford programme. Our aim is to support you to lead highly engaged, motivated teams in today's rapidly changing environment. This will be achieved through a range of bite-size Master Classes designed to help you meet the expectations that we have of our Salford leaders. In addition to the core Master Classes, we also provide accredited

leadership programmes which let you build on your experience, learn about emerging approaches, and further develop your leadership practice.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.org/) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea website](#).

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme, you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our leadership behaviour framework

Leadership is action, not a position. It's not just what we do but how we do it.

Whatever your role at Salford, we all strive to achieve our vision and the best outcomes for the residents and communities of Salford.

As leaders, we all have an important part to play in achieving our organisational and service priorities. These priorities give us direction and a shared purpose in our roles and should be the focus when making decisions.

We can help make these priorities a reality by living and breathing our Salford values and leadership behaviours.

This framework is broken down into three main areas:



Leading Self - making sure we are role modelling the values and invested in our own development, demonstrating integrity and authenticity.

Leading People - where we create high performing teams, and a culture that is inclusive, open and where everyone has a voice.

Leading Salford - setting the vision and purpose, and connection to the city, empowering others around you to ensure residents are at the heart of what we do.

This behaviour framework will support us all to reflect and hold ourselves, and each other to account, as we strive for continuous improvement.

Full details of how this framework shapes our Leaders and is delivered in the workplace can be found on the [Salford Leadership](#) pages of our [greater.jobs](#) website.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

Role details

Completed by:

Date:

Job code:

Job score:

Date of evaluation: