Ambitious Stockport, creating opportunities *for everyone*

Thinking Stockport

Achieving as a Team

Working with Ambition

Showing everyone Respect

Job Profile and Working for Stockport

Our Council

Join us at Stockport Council – Best for Inclusion winner at the Greater Manchester Good Employment Awards 2026

Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team.**

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at https://greater.jobs/locations/stockport/



STOCKPORT METROPOLITAN BOROUGH COUNCIL

RACE EQUALITY MATTERS MEMBER 2025/26

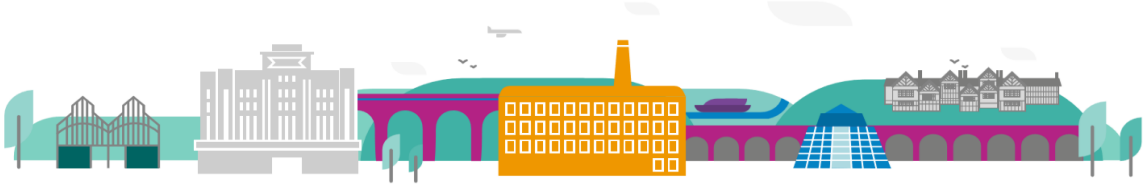
We are a Living Wage Employer

Greater Manchester Guaranteed Assessment Scheme

disability confident EMPLOYER

GREATER MANCHESTER GOOD EMPLOYMENT CHARTER

ARMED FORCES COVENANT



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About the Job

Role:	Mediation and Tribunal Manager
Service Area:	EHCP Team
Directorate:	Services to People - Childrens
Salary Grade:	MB4

Main Purpose of the Job

You will play a key role in managing and responding to SEND appeal cases, ensuring robust, well-evidenced, and legally compliant submissions. You will support the senior leadership team in developing strategies to effectively handle disputes while upholding the rights of children and young people.

You will work closely with stakeholders, including families, legal representatives, and education professionals, to oversee statutory tribunal processes, promote early resolution where possible, and ensure that responses align with legislative frameworks.

Additionally, you will contribute to the strategic direction of SEND dispute resolution, ensuring that tribunal outcomes inform service improvements and that resources are deployed efficiently to support compliance with statutory requirements.

You will manage responses to representations and complaints about your team and the service provided, implementing lessons learned to improve customer services.

You will deputise for the Service Lead as appropriate in meetings.

Key Responsibilities

Strategic Leadership

- You will represent the Local Authority at the Special Educational Needs and Disability Tribunal and defend the appropriateness of the proposed service provision for an individual child/young person.
- You will provide key leadership in case management of SEN appeal-related cases to ensure that the Council discharges its responsibilities effectively in relation to statutory appeals to the Special Educational Needs and Disability Tribunal (SENDIST), which is part of Her Majesty's Courts and Tribunal Service (HMCTS).
- You will develop practice across the EHCP service to reduce the Local Authority's exposure to the risk of appeals to Tribunals, complaints, litigation, and judicial review/complaints to the Local Government Ombudsman.

- You will work directly with parents, schools, parental appointed legal representatives, and other professional bodies within the statutory and legal framework related to the Special Educational Needs and Disability Tribunal process.
- You will provide support for the EHCP Team Leads when required, to ensure the efficient and effective administration of EHC casework associated with the EHCP Service.
- You will take the lead on complex casework, providing effective mediation, drawing on strong negotiation and influencing skills across a range of complex SEN issues between parents, schools, and multi-disciplinary practitioners. You will provide support and coaching to your team and the wider EHCP Service in the resolution of complex casework, ensuring that EHCP Coordinators and Business Support Officers build strategic links with schools, education provider services, and other agencies to deliver positive outcomes for children and young people and to limit the Local Authority's exposure to the risk of appeals to Tribunals.

Operational Management

- You will arrange and chair pre-tribunal conferences with witnesses and perform other duties in relation to First Tier Tribunals and Appeals.
- You will prepare legal cases for tribunal, liaising with Legal Services, EHCP Coordinators, officers, witnesses, and represent the Local Authority in a legal environment.
- You will attend court as the legal representative for Stockport Metropolitan Borough Council and present cases.
- You will ensure all documentation linked to SEN appeals is distributed appropriately and within specified time restraints.
- You will present the Local Authority's cases at the Special Educational Needs and Disability Tribunal and defend the appropriateness of the proposed service provision for an individual child/young person.
- You will coordinate allocation and attendance processes linked to mediation and resolution of all disputes relating to the SEND tribunal process.
- You will attend resolution meetings with parents and other professionals in an attempt to settle disputed issues without the need for formal legal redress wherever possible. This will include responsibility for negotiating changes to the EHC plans using tact and diplomacy through working with families experiencing emotional turmoil.
- You will work closely with internal and external stakeholders, including parents, legal services, schools, and colleges, to deliver positive outcomes for children and young people and to limit the Local Authority's exposure to risk of appeals to Tribunals.

- You will ensure mediation and problem resolution is an active feature at an early stage in caseworkers' engagement with families to reduce tribunal numbers.
- You will provide support to the team to resolve complex issues on their caseloads.
- You will support the SEND Assessment and Monitoring Team Manager in maintaining an overview of the work of the team, responding to queries on the procedural implementation of the SEND Code of Practice, identifying opportunities for service improvement, and sharing these with the SEND Senior Leadership.
- You will support in preparing evidence and responses to complaints and enquiries, including from the Local Government Ombudsman.
- You will coordinate and collate information to support the Local Authority where there is a dispute about special educational needs support arrangements.
- You will offer coaching and training to team members to ensure consistency of approach, sharing and promoting best practices through the dissemination of statutory guidance and the learning from case studies.
- You will provide support and advice to EHCP Coordinators, as required, to ensure the efficient and effective administration of statutory casework in relation to the completion of Education Health and Care plans in line with the SEN Code of Practice and Children and Families Act 2014.
- You will take responsibility for ensuring that the computerised database information is accurate and up to date at all times and that action is undertaken as required to ensure the production of accurate and timely information.
- You will use management information and data to develop a framework and policies to help improve the efficiency and effectiveness of the service and to ensure consistency of decision-making through EHC assessments, plans, and annual reviews.

Collaboration and Partnership Working

- Act as a key point of contact for schools, academies, health providers, and other partners, ensuring collaborative approaches to supporting children and young people with SEND.
- Promote co-production by ensuring children, young people, and their families are actively involved in shaping service delivery and decision-making.

Team Development and Leadership

- Provide clear direction and support to managers, ensuring they are equipped to lead their teams effectively and deliver consistent, high-quality services around conflict resolution, mediation and tribunals.

- Oversee recruitment, retention, and workforce development initiatives to build capacity and ensure the service is well-positioned to meet current and future demands.
- Facilitate regular meetings, supervision, and reviews to ensure staff are supported and their contributions are recognised with respect to statutory process and the SEND tribunal process.
- Promote a culture of learning and reflection, encouraging staff to engage in training, development opportunities, and sharing of best practices.

Service Improvement and Innovation

- Identify opportunities for service improvement through analysis of performance data, feedback, and engagement with stakeholders.
- Promote innovation by exploring and implementing new ways of working, including digital solutions to improve efficiency and accessibility around the work of the LA regarding SEND tribunals.

Safeguarding and Accountability

- Ensure that all SEND service activities are underpinned by a strong commitment to safeguarding children and young people.
- Maintain compliance with council policies, statutory guidance, and the council's scheme of delegation.
- Produce detailed reports and presentations for a wide range of audiences, including senior leaders, elected members, and external inspectors.
- Ensure the SEND service is prepared for external inspections (e.g., Ofsted/CQC) and contributes to the local area's SEND self-evaluation.
- Take responsibility for managing risk and resolving complex issues within the SEND service, escalating where necessary.

The duties may vary from time to time without changing the nature of the post or the level of responsibility, and the post holder may also be required to carry out any other duties appropriate to the grading of the post.

The work involves the need to visit schools or work sites throughout the borough or regionally on a regular and routine basis.

The role will expect you to travel between Stockport sites although is based at Stopford House, Stockport, the job can be completed on a hybrid basis however a minimum amount of office presence is required.

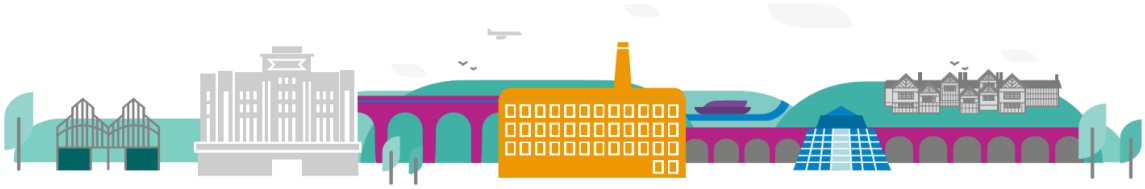
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.

- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

Additional Information

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.



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About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
  - Keeping the people of **Stockport** at the heart of what we do
  - Succeeding as a **team**, collaborating with colleagues and partners
  - Driving things forward with **ambition**, creativity and confidence
  - Showing value and **respect** to our colleagues, partners and customers.

- Evidence of managing SEND services or elements of a service successfully. (E)
- Proven experience of providing direction and clear vision to ensure service excellence. (E)
- Demonstrated ability to provide effective and visible leadership to a team of professionals. (E)
- Evidence of CPD relating to strategic work, staying at the leading edge of professional practice, and applying this within the organisation. (E)
- Experience of planning and managing work to meet team and service objectives while achieving quality and value for money. (E)
- Experience of working to support other practitioners outside your primary organisation, such as in peripatetic or outreach work. (E)
- Experience in preparing cases and representing families or the local authority at SEND Tribunals, including knowledge of legal arguments, appeals, and mediation processes. (E)
- Experience of seeking feedback from stakeholders to inform and recommend continuous service improvements. (D)
- Experience of managing and delivering a traded service offer. (D)

Skills and Knowledge

- Ability to lead and manage at a strategic level, champion new initiatives, and negotiate and implement change successfully. (E)
- Ability to make informed decisions based on complex information obtained from a range of sources. (E)
- Strong communication skills, including verbal and non-verbal techniques. (E)
- Flexible and resilient approach to plan, organise, and prioritise a demanding workload, ensuring delivery of multiple and competing objectives. (E)
- Proven ability to influence practice in schools and other educational settings. (E)

- High-quality, professional writing skills, including legal documentation and casework reports. (E)
- Excellent oral communication skills. (E)
- Ability to participate in partnerships, build relationships, and work collaboratively to achieve service, council, and local community priorities. (E)
- Ability to provide SEND team practitioners with a clear vision and direction, generating a commitment to securing change through the involvement of SEND officers, service users, and other stakeholders. (E)
- Ability to develop and promote a positive image of the service both locally and nationally. (E)
- Knowledge of risk management principles in relation to children and young people. (E)
- Ability to work as part of a team and develop and sustain partnerships across teams and services. (E)
- A good understanding of the relevant legal, political, operational, commercial, and social aspects of a similar complex environment. (D)
- Ability to join up thinking to integrate a range of initiatives and deliver service improvements. (D)
- Ability to fulfil all spoken aspects of the role with confidence through the medium of English (E)
- Thorough, up-to-date knowledge of relevant legislation, statutory guidance, and local authority SEND procedures, including the SEND Tribunal process. (E)

Education and Training

- Evidence of continuous professional development (CPD). (E)
- Management qualification or significant management training, or a commitment to work towards one. (E)
- Legal qualification or training relevant to SEND tribunals, such as a certificate in SEND Law or advocacy, or a commitment to work towards one. (E)