

Your job

Job Title: Service Manager – Experts at Hand

Service: Education and Belonging – SEND Department

Grade: 15

Reporting to: Head of SEND

This is a strategic leadership role responsible for the development, implementation and continuous improvement of Wigan's pioneering Experts at Hand service, a transformational SEND reform programme designed to improve inclusion, build workforce capability and improve outcomes for children and young people with special educational needs and disabilities (SEND) within mainstream educational settings.

As Service Lead, you will provide strategic and operational leadership to a large multi-disciplinary workforce comprising Educational Psychologists, Speech and Language Therapists, Occupational Therapists, Specialist Teachers and specialist practitioners operating through a locality-based model of delivery across Wigan.

You will lead the implementation of a preventative, early intervention approach that supports children and young people to receive the right support at the right time, reducing barriers to learning and improving inclusion across early years settings, schools and colleges. The role will be responsible for translating strategic SEND Reform priorities into effective, high-quality service delivery, ensuring that Ordinarily Available Inclusive Provision (OAIP), the Graduated Response and inclusive practice are embedded consistently across the education system.

Working collaboratively with children, young people, families, schools, health partners, social care, community organisations and wider stakeholders, you will promote co-production, partnership working and integrated approaches to service delivery. You will contribute significantly to the delivery of Wigan's Progress with Unity ambitions through improving educational outcomes, reducing inequalities, strengthening

community capacity and supporting children and young people to fulfil their potential within their local communities.

The role will lead service transformation, commissioning, workforce development and continuous improvement activity, ensuring that services evolve in response to local need, emerging evidence and national SEND policy developments. As a member of the wider SEND leadership team, you will provide strategic advice, influence policy development and contribute to the delivery of sustainable system-wide change across education, health and care.

This is a unique opportunity to shape and lead a flagship SEND service, influencing practice locally, regionally and nationally whilst ensuring children and young people with SEND experience positive outcomes, belonging and inclusion.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Lead the implementation and successful mobilisation of the Experts at Hand service across Wigan.
- Establish and embed a locality-based multi-disciplinary model comprising Educational Psychology, Speech and Language Therapy, Occupational Therapy, Specialist Teachers and specialist practitioners.
- Develop and implement governance, quality assurance and performance management frameworks.
- Establish workforce development programmes that strengthen inclusion and SEND capability across educational settings.

- Lead service commissioning, resource planning and budget management arrangements to ensure sustainable delivery.
- Develop effective thresholds and pathways for Universal, Targeted and Targeted Plus support.
- Establish integrated working arrangements with health, education, social care and wider partners.
- Develop outcome measures and performance indicators demonstrating impact on inclusion, educational outcomes, attendance and system demand.
- Contribute to the wider strategic development of SEND Reform and Inclusion across Wigan.
- Develop communication and engagement strategies that support co-production with children, young people, families and educational settings.

On an ongoing basis you will:

- Lead and manage a large multi-disciplinary workforce of over 25 staff directly and indirectly.
- Manage significant service budgets and ensure value for money and effective resource deployment.
- Provide strategic leadership for the development and delivery of the Experts at Hand service.
- Drive service transformation and continuous improvement activity across SEND and Inclusion services.
- Ensure compliance with SEND legislation, statutory guidance, commissioning frameworks and professional standards.
- Champion inclusion, belonging and aspirational outcomes for children and young people with SEND.
- Lead workforce development and organisational learning across educational settings.
- Monitor, evaluate and report on service performance, impact and outcomes.
- Develop effective partnerships with schools, colleges, families, health services, social care and community organisations.
- Provide strategic advice and challenge to senior leaders, partners and stakeholders.
- Lead on complex service development, commissioning and change programmes.
- Ensure effective safeguarding arrangements are maintained across service delivery.

- Promote innovation, evidence-informed practice and learning from national best practice.
- Ensure that all activity is compliant with GDPR, information governance and council policies.
- Take responsibility for organisational policies and service delivery in response to changing legislative, economic, social and political environments.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

Education and Qualifications

- Degree-level qualification or equivalent relevant professional qualification.
- Relevant postgraduate qualification in education, psychology, leadership, therapy or SEND-related discipline, or equivalent experience.
- Evidence of leadership and management development.
- Evidence of commitment to continuous professional development and maintaining current knowledge of SEND legislation, inclusion policy and service reform.

Experience and Knowledge

- Significant senior leadership experience within SEND, education, educational psychology, therapy, health, social care or related public services.
- Substantial experience of leading and managing multidisciplinary teams and services within complex organisational environments.
- Proven experience of service development, transformation, quality assurance and organisational change.
- Experience of leading services through significant change whilst maintaining high-quality operational delivery and positive outcomes.
- Experience of developing, implementing and evaluating strategic plans, service improvement programmes and transformation initiatives.
- Experience of managing significant budgets, resources and service performance, ensuring value for money and effective financial governance.
- Experience of commissioning, service redesign and developing sustainable models of delivery.

- Experience of building and sustaining effective partnerships across education, health, social care, families, communities and other key stakeholders.
- Experience of influencing strategic decision-making and contributing to policy development at a senior level.
- Experience of presenting complex information, recommendations and performance data to senior leaders, elected members, partnership boards and other strategic forums.
- Experience of establishing and maintaining robust governance, quality assurance and performance management arrangements.
- Strong understanding of inclusive practice and system-wide approaches that support children and young people with SEND within mainstream educational settings.
- Detailed knowledge of SEND legislation and statutory frameworks, including the Children and Families Act 2014, SEND Code of Practice 2015, Equality Act 2010 and associated guidance.
- Knowledge of current national SEND reform, inclusion policy and developments across education, health and care.
- Understanding of public sector governance, commissioning, financial management and accountability arrangements.
- Knowledge of workforce development, organisational learning and approaches that build capability across systems and services.
- Knowledge of safeguarding responsibilities and the needs of vulnerable children and young people.

Skills and Abilities

- Demonstrable strategic leadership skills with the ability to create a clear vision and translate organisational priorities into effective service delivery.
- Ability to lead, motivate and develop large multidisciplinary teams and create a culture of high performance, accountability and continuous improvement.
- Ability to influence, negotiate and build credibility with senior leaders, elected members, partner agencies and other stakeholders.
- Excellent communication and interpersonal skills, with the ability to present complex, sensitive or contentious information clearly and effectively.
- Ability to lead and deliver large-scale service transformation and system-wide change.
- Strong analytical and problem-solving skills, using data, intelligence and evidence to inform strategic decision-making.

- Strong financial and commercial awareness, with the ability to manage resources effectively and achieve value for money.
- Ability to manage competing priorities, complexity and organisational pressures within changing environments.
- Ability to lead commissioning, service redesign and improvement activity to improve outcomes and sustainability.
- Strong performance management and quality assurance skills, with a focus on impact and outcomes.
- Ability to provide both support and constructive challenge to partners, professionals and senior stakeholders.
- Ability to identify, assess and manage strategic and operational risks.
- Strong political awareness and understanding of local government governance and decision-making processes.
- Ability to represent the Council confidently at local, regional and national forums.
- Commitment to inclusion, co-production, partnership working and improving outcomes for children, young people and families.
- Competent in the use of digital technologies, performance management systems and data reporting tools.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”