

---

## Your job

**Job Title: SEND Relationship Officer**

**Service: SEND Service**

**Grade: G6**

**Reporting to: SEND Team Manager**

## 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:

- Establish and maintain strong, positive relationships with parents/carers, schools, and other stakeholders to improve experiences of SEND services provided by the Council.
- Work with the SEND Management Team and wider Education Services Leadership Team to develop and implement strategies to ensure effective communication and engagement with families and professionals.

On an ongoing basis you will:

- Promote a relational approach in the SEND Service to resolve emerging issues and/or concerns that families highlight and ensure fair and timely outcomes.
- Act as the primary point of contact for families and stakeholders who have highlighted a concern about SEND provision and/or services.
- Work collaboratively with education, health and social care partners to resolve concerns and promote transparency.
- Ensure that concerns are logged and resolved in line with Council's processes and timescales, as well as being compliant with the relevant legislation (Children and Families Act 2025, SEND Regulations 2015 and the Education Act 1996).
- Identify areas for service improvement through feedback and relationship insights, contributing to strategic development and improvements.
- 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:

- A track record of multi-agency collaboration, working effectively with key stakeholders including parents/carers, schools, health professionals, social care teams, and voluntary sector partners to achieve positive outcomes for children and young people with SEND.
- The ability to manage and resolve formal complaints or disputes, ensuring transparency and fairness throughout.
- Experience of using stakeholder feedback to identify gaps, practice weaknesses to inform service development and improvement initiatives.
- Excellent communication skills and the ability to engage clearly and empathetically with parents/carers, schools, and other professionals working with children and young people with SEND.
- Effective relationship-building skills with strong interpersonal skills to foster trust and collaboration across partners from different Council departments and organisations.
- Conflict resolution and negotiation skills and the ability to manage sensitive and emotionally charged situations calmly and professionally.
- Confidence in investigating issues and concerns thoroughly and identifying practical solutions.

- Excellent organisational skills and the ability to manage multiple cases and priorities effectively.
- Digital literacy, including excellent IT skills and proficiency in using case management systems and standard office software.
- At least a level 2 qualification, including English and maths.

You may have the following desirable requirements:

- Direct experience of working in a SEND Team.
- Training in mediation, conflict resolution, and/or resolving complaints.
- Evidence of continuous professional development relevant to SEND or complaints handling.
- Knowledge of GDPR and data protection compliance.

## 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.

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