



JOB PROFILE

Job title: 14-25 Co-ordinator
Pay Band: AFC 19-24 £27,717 to £30,213
Directorate: Education Services
Operational area: Kingston and Richmond
Reports to: 14-25 Manager

VISION FOR ACHIEVING FOR CHILDREN

Achieving for Children is passionate about ensuring the best possible outcomes for children and young people and will deliver the services they need to live safe, happy, healthy and successful lives.

WHO WE ARE

Achieving for Children is a community interest company created by the London Borough of Richmond upon Thames and the Royal Borough of Kingston upon Thames to deliver their children's services. The company has delivered services since 2014. The Royal Borough of Windsor and Maidenhead joined the company in 2017. The Director of Children's Services is responsible for the delivery of early help, health, social care and education services in their local area, either Kingston and Richmond or Windsor and Maidenhead. Corporate support services, such as ICT, HR and finance, are delivered company-wide. These services are led by the Chief Operating Officer, who is also responsible for company governance and for ensuring it delivers its contractual obligations to its commissioning Councils.

Achieving for Children continually reviews its structure and business practices in order to provide the best possible services for children, young people and their families in the most effective and efficient way. As a result, the key tasks in any job profile may be varied and the post-holder will be expected to take on such variations and duties consistent with the level of responsibility of the post.

CONTEXT

Achieving for Children is divided into seven key business areas: Children's Social Care; Education; Early Help; SEN and Disabilities; Health Partnerships; Standards and Improvement; and Finance and Resources. Each business area is led by a Director or Associate Director who reports to the Chief Executive Officer.

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This post is located within the 14-25 team within Education Services.

PURPOSE AND RESPONSIBILITIES

The post is responsible for:

- Managing the tracking process of high needs learners' (from Year 11) to ensure the development and maintenance of robust data on intended post 16 placements and supporting information.
- To line manage the 14-25 apprentice.
- To support the work of the 14-25 team through providing a high quality business support and administration service.
- To oversee the maintenance and smooth running of the facility and all aspects of bookings for meeting rooms, including a letting service of the hall to external agencies.

Job content is listed below:

1. Champion diversity and equality in the development and delivery of services and in all aspects of people management.
2. Ensure the wellbeing of employees and service-users by actively promoting and complying with health and safety regulations, policies and procedures.
3. Provide end to end service in managing the tracking process for high needs learners to support the decision making process of the monthly post 16 funding panels. Identify learners in each vulnerable group category, e.g. those needing adult social care, those with mental health, those eligible for health input and develop databases of these by primary need. Proactively seek intelligence from Preparing for Adulthood, adult social care and health to secure key information to support funding panel decisions. Decide what further information is needed and secure this from colleagues to report back to the tracking group and/or Associate Director, SEN. Ensure tracking lists are kept up to date.
4. Co-ordinate and implement six-weekly tracking meetings with 14-25 team, Preparing for Adulthood and other colleagues as appropriate. Ensure that complicated and/or urgent cases are prioritised. Attend the meetings, inputting information on learners

and providers as relevant and ensure that all information needed to submit to funding panels, is noted.

5. Develop and maintain a systematic process, working closely with the 14-25 Data and Funding Advisor and 14-25 Tracking Intelligence Co-ordinator to ensure 'Not Known' learners are followed up. Link across 14-25 team to determine who best to action appropriate referrals. Where learners have gone into higher education or employment, send Propose to Cease letters to families.
6. Organise monthly post 16 funding panel meetings (one for each borough), provide briefing for the Chair and produce a working agenda with precise recommendations for decision. Manage the recording process for decisions to ensure there are clear, auditable records that could be shared externally if necessary, e.g. in tribunal/Ombudsman cases. Undertake analyses of emerging themes that may need to be addressed through SEND Partnership Board, 14-25 Partnership or other strategic groups.
7. Work with Data and Funding Advisor (and occasionally 14-25 Manager) in between tracking and panel meetings to monitor outcomes to ensure all action points are taken forward to agreed deadlines, prioritizing those learners for whom urgent funding decisions need to be made and who need to be referred to panel.
8. Be responsible for ensuring accurate destinations are recorded on Synergy and all destinations are cross referenced on Synergy, IYSS and the 14-25 team's funding modeller. Cleanse and cross check data at regular intervals.
9. Co-ordinate data and prepare quarterly reports for SEND Partnership Board, AfC PQI Board, AfC Service Planning, SEN Census and other reports that measure progress against key performance indicators, as a summary for SLT and councillors.
10. Manage the process of collating data and reports to underpin Ofsted inspections. Ensure the team inputs as appropriate and in a timely fashion. Be on hand to provide additional support during Ofsted inspections as appropriate.
11. Represent the 14-25 team at adult social care tracking meetings and ensure that intelligence is transferred on to 14-25's learner records to inform panel decisions and that learners with complex needs and high levels of support, are flagged.

To line manage the 14-25 apprentice

12. Line manage, mentor and support the work of the 14-25 Apprentice, ensuring they understand what is required and the timescales for completion. Mentor the apprentice to ensure that areas of development within their job role are acted on and that sufficient opportunities are provided to them to fulfil the requirements of their learning and assessment. Ensure that Apprentice's annual leave is authorised in line with current

business requirements and attend review meetings with Way2Work. Undertake six monthly review and end of year appraisal in line with AfC HR policy and guidelines and report to 14-25 Manager on progress.

To support the work of the 14-25 team through providing a high quality business support and administration service

13. Co-ordinate support to the 14-25 Manager in organising and managing the secretariat function for the termly 14-25 Partnership, which all local schools and colleges attend. Ensure venue is secured, invitations sent out and that speakers are briefed accordingly. Produce powerpoint slides as required. Co-ordinate follow up actions, by ensuring action notes are drafted, approved and sent out, as well as supporting documentation.
14. Act as first point of contact within 14-25 team for the 150 providers we work with, (i.e. schools, general FE Colleges and specialist provider institutions), dealing effectively with enquiries by phone and email, often at Principal and Finance Director level. Build working relationships with key contacts within new providers. Act on your own initiative to liaise with other team members to find information to respond to queries.
15. Manage relationships with post 16 high needs learning providers so that timely learner information is gathered to support placements. Analyse funding requests to ensure that funding supports provision that is set out in EHC Plans and highlight discrepancies to be raised with providers before funding is agreed.
16. Produce or draft written communications with providers at key points of the academic year to ensure they are aware of funding request requirements, contractual and invoicing issues and any other administrative matters, in good time to facilitate funding and planning processes.
17. Manage overview of contractual process, maintaining database of contracts and Schedules signed and returned and initiate follow up where necessary. Work with SEN Commissioning team to contract with providers who have pre- and post 16 learners. Provide regular reports on contracts position to 14-25 Manager and to SLT when required. Provide input as necessary into any AfC (or national, DfE) review of contracting requirements, advising on content and amendments to the contract arising from feedback from other teams and providers. Liaise with Data and Funding Advisor to ensure that invoices are processed in line with AfC contractual requirements, escalating queries to 14-25 Manager as appropriate.
18. Assist the 16-25 Data and Funding Advisor with the end of financial year reconciliation of spend, journals and that unpaid invoices are accrued for.
19. Monitor and maintain the team's sections on the Local Offer and AfC websites as appropriate. Develop material to update sections and request updates from members

of the team as appropriate. After sign off from 14-25 Manager, provide updates to AfC's Website Manager and proactively provide in-year updates as appropriate.

20. Co-ordinate the update of the annual Next Steps Pack (the flagship brochure aimed at young people post 16 who do not meet the Level 3 threshold). Contact learning providers and other team members for annual updates and amend text prior to reprint in the autumn. Organise reprint, (and/or web version) within appropriate budget and distribution to schools and AfC teams as appropriate. Monitor text throughout the year to flag up insertions for next edition.
21. Oversee file maintenance across the high needs team through efficient filing of manual and electronic records, including confidential learner records. Monitor the 14-25 high needs and the 14-25 team electronic in boxes, filing emails appropriately and highlighting ones for response from key members of the team. Instigate new filing methods as necessary and advise other team members as appropriate.
22. Arrange meetings with internal and external colleagues. Draft agendas. Liaise with colleagues to produce supporting documentation as required and distribute paperwork in good time prior to meetings. If necessary, attend meetings to take notes and be responsible for ensuring outcomes are actioned by the appropriate people.
23. Deputise for the 14-25 Manager when appropriate, e.g attending meetings and reporting back and accompany 14-25 Manager and/or Assistant Director, SEN, to meetings, when required. Undertake small projects as requested by 14-25 Manager.

(Until 2020 office move): To oversee the maintenance and smooth running of the Star Centre and all aspects of bookings for meeting rooms, including a letting service of the hall to external agencies

24. Manage the letting service for the Hall at the Star Centre, both for internal meetings and hiring out the Hall to external agencies. Oversee the booking service and ensure that facilities are appropriate for each meeting and in line with the trainer's requirements. Procure a continuous supply of refreshments and put procedures in place for all meetings including signage. Invoice external customers for hall hire and maintain accounts to ensure income projections are met as part of the 14-25 budget projections.
25. Responsible for regular communications with RBK Facilities (Engie) to ensure that the Star Centre is maintained appropriately in line with Health and Safety and other requirements. Make arrangements for access to the Star for fire alarms and other inspections. Report faults or repairs needed and ensure these are completed within agreed timescales.

ORGANISATIONAL VALUES

Trust - I am reliable, others can count on me to undertake tasks and deliver on what was agreed. I will do what I said I would do. I will encourage open and honest communication, and model clear and fair professional boundaries.	Essential	Interview
Respect - I will listen to and value other people's perspectives and differences. I will show empathy and humility in the way I communicate.	Essential	Interview
Empower - I help others to realise their ability and potential, and show emotional intelligence in my approach. I show appropriate and respectful use of the power given to me in my job or position and I use this to encourage and enable others.	Essential	Interview

EXPERIENCE

Experience of working in a business support capacity at a senior level.	Essential	Application form and interview
Experience of working in an education, SEN or children's service environment.	Desirable	Application form and interview
Experience of developing effective business support processes and systems.	Essential	Interview
Experience of developing and maintaining record keeping systems and accurately	Essential	Application form and interview

recording and inputting information within agreed timescales.		
Experience of forming good working relationships with colleagues and customers.	Essential	Interview
Experience of effectively organising and managing own workload under minimal supervision, often to tight deadlines. Ability to plan ahead, identifying priorities in order and to think through the implications and impact of implementing plans.	Essential	Application form and interview
Experience of effectively supporting, coordinating or delivering projects.	Essential	Interview
Experience of handling confidential and sensitive information.	Essential	Application form and interview
Experience of collating statistical information in a comprehensive format.	Essential	Interview
Experience of using a range of MS Office packages, including Word and Excel and a working knowledge of the CCIS Integrated Youth Support Service database (training provided).	Essential	Application form and interview

Knowledge, skills and abilities

Knowledge of AfC's statutory responsibilities in relation to HNS residents aged 16-25.	Desirable	Application form and interview
Ability to communicate clearly and effectively, both orally and in writing. Can draft emails, letters and action notes, with minimal briefing, for sign off from 14-25 Manager.	Essential	Application form and interview

Can deal firmly but sympathetically with a wide range of internal and external contacts, as the occasion demands.	Essential	Application form and interview
Ability to work as a team member <i>and</i> to work independently, using own initiative, but to be able to escalate high needs queries/issues to 14-25 Manager when appropriate.	Essential	Application form and interview
Ability to adapt to changing priorities and deadlines.	Essential	Interview
Ability to demonstrate attention to detail by producing work that is accurate and on time.	Essential	Interview

Ability to demonstrate a high level of determination, personal drive, energy and ambition to achieve challenging targets and improve outcomes.	Essential	Application form and interview
Commitment to an organisational culture and the development of services that value equality and diversity.	Essential	Application form and interview

This job profile is provided for guidance only. It will be reviewed, updated and amended in accordance with the changing needs of Achieving for Children and the specific requirements of the role.

Updated: September 2019