

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area:
Children's Services

Job Ref Number: 04417

Service Area:
Education - SEND

Grade: G12

Job Title:
SEND Quality Assurance and Improvement Lead

Job Purpose

The postholder will operate at scale within a complex, high-profile and politically sensitive environment, leading and delivering SEND quality assurance, performance and improvement activity across the local partnership to ensure services for children and young people with SEND are effective, compliant and deliver measurable and sustained improvements in practice, performance and outcomes. The role carries a high level of personal accountability for ensuring that quality assurance intelligence is translated into tangible service improvement, system redesign and sustainable delivery across the SEND system.

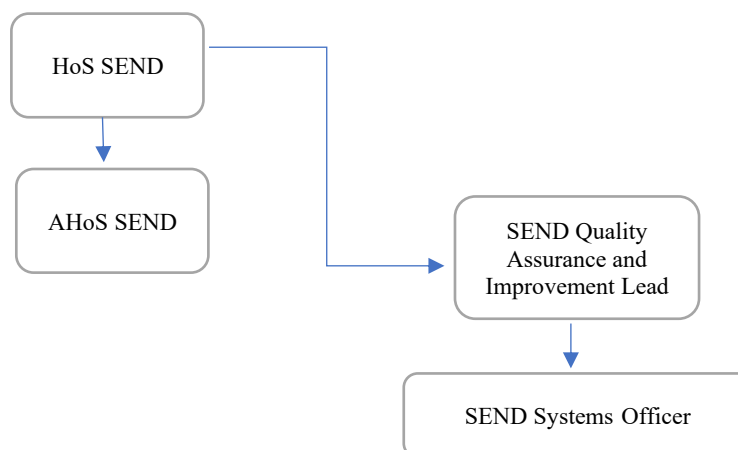
Reporting to the Head of SEND, the postholder will operate at a system-wide level to lead the development and implementation of integrated quality assurance and performance frameworks across education, health and care. Working across the local partnership, they will ensure that intelligence from audit activity, performance data, complaints and lived experience informs strategic decision-making, service design, commissioning and resource prioritisation, driving delivery of the SEND Improvement Plan and supporting the development and ongoing review of the Self-Evaluation Framework (SEF). The role will maintain a clear line of sight between quality assurance activity, improvement priorities and measurable impact, ensuring intelligence is translated into sustainable improvements in practice, performance and outcomes.

Working with senior leaders across the local authority and partner organisations, the postholder will lead and support inspection readiness and response, shaping the strategic narrative, evidence base and improvement activity required to secure positive inspection outcomes and sustainable system improvement. The role will support the Head of SEND through the provision of high-quality data, analysis and reporting to inform strategic planning, decision-making and service development. Operating within a complex multi-agency environment, the postholder will use evidence, insight and professional expertise to influence, challenge and support practice, performance and statutory compliance across services, providers and partner agencies. The role requires effective engagement with senior leaders and stakeholders to secure consistent, high-quality delivery, alongside embedding co-production as a core approach to quality assurance and improvement—ensuring that the voices of children, young people and families are meaningfully captured,

analysed and used to shape service design, policy, commissioning and ongoing system transformation.

The postholder will ensure that SEND quality assurance activity is aligned to local SEND transformation priorities and informed by national developments, embedding a culture of continuous improvement and ensuring that the voice of children, young people and families is demonstrably reflected in service development and system change.

STRUCTURE CHART:



MAIN DUTIES:

1	Design and implement a whole system SEND quality assurance framework, extending beyond EHC plan audits to encompass the wider SEND system, including, inclusion, commissioned provision and multi-agency practice across education, health and care.
2	Lead end-to-end SEND Quality Assurance improvement workstream activity from identification of risk and priorities through to the design, delivery and evaluation of improvement activities, ensuring sustained impact on practice, compliance and outcomes across the partnership.
3	Lead the integration and triangulation of SEND quality assurance intelligence from audits, complaints, tribunals, co-production and performance data, translating complex insight into clear, evidence-based recommendations to inform strategic decision-making, service redesign and system-wide improvement.
4	Advise and influence senior leaders on inspection risk, readiness and performance, ensuring that the Local Authority and partners are positioned to respond effectively to external scrutiny.
5	Lead and coordinate SEND inspection readiness and response, including the development and ongoing review of the Self-Evaluation Framework (SEF), evidence base and improvement narrative, ensuring priorities from inspection activity are translated into clear, deliverable actions within the SEND Improvement Plan.
6	Lead complex and potentially contentious discussions with partners, providers and stakeholders, particularly where there are risks relating to statutory compliance, sufficiency, funding or quality of provision.

7	Lead the development of consistent QA approaches for children and young people with cross-border involvement, ensuring clarity of roles, responsibilities and quality expectations across multiple authorities and partner agencies.
8	Develop and maintain robust performance and reporting arrangements, providing accurate and timely data, insight and analysis to support the Head of SEND in strategic planning and decision-making.
9	Lead the integration and triangulation of SEND quality assurance intelligence from audits, complaints, tribunals, co-production and performance data, translating complex insight into clear, evidence-based recommendations to inform strategic decision-making, service redesign and system-wide improvement.
10	Produce high-quality analytical reports, bringing together audit findings, performance data and stakeholder feedback, with clear conclusions, risks and actionable recommendations for improvement.
11	Play a key role in delivering SEND transformation, ensuring that quality assurance and performance intelligence informs system redesign and continuous improvement.
12	Contribute to financial planning, resource prioritisation and value for money across SEND services, by ensuring that quality assurance intelligence informs investment decisions and commissioning activity.
13	Lead and contribute to the development of SEND policy, practice standards and service design, ensuring alignment with national reforms, local priorities and partnership strategies.
14	Oversee the development of advanced data analysis, forecasting and modelling to support strategic planning, and performance management across the SEND system.
15	Line manage and oversee the work of the SEND Systems Officer, ensuring effective use of systems, data quality and reporting to support service delivery and improvement.
16	Lead and coordinate quality assurance activity across multiple teams and services, ensuring consistent standards and alignment of practice across the system.
17	provide robust challenge, support and expert advice to senior leaders, holding services and partners to account for delivery, performance and statutory compliance.
18	Maintain up-to-date knowledge of national SEND policy, legislation, reform programmes and inspection frameworks, ensuring these are reflected in local practice, policy and improvement activity.
19	Develop innovative QA methodologies and approaches, moving beyond compliance-based audit to evaluative, impact-focused frameworks that drive continuous improvement and inform strategic and operational decision-making.
20	Embed co-production at a strategic level, ensuring that the voice of children, young people and families is systematically captured, analysed and used to shape service design, policy and improvement priorities.
21	Identify, assess and escalate strategic risks and emerging issues, ensuring that these are understood, mitigated and reflected in service planning and delivery.

22	Provide expert challenge, support and advice to senior leaders and partners, holding services to account for delivery while enabling sustainable improvements in practice across a complex, multi-agency SEND system.
23	Lead the development of a range of audit methodologies, tools, standard templates, questionnaires, audit schedules and recording mechanisms appropriate to specific business processes and practices
24	Forge partnerships and build positive working relationships across the system.
25	Undertake any other duties commensurate with the grade and responsibilities of the post.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Experience and Knowledge			
Degree, relevant professional qualification, or significant experience working in a comparable role.	A, I	x	
Relevant SEND or quality assurance qualification / CPD	A, I		x
Knowledge of SEND Code of Practice, legislation and statutory processes	A, I, P	x	
Understanding of SEND inspection frameworks and expectations, or experience of working within a comparable inspection framework.	A, I, P	x	
Experience of quality assurance, audit or improvement activity in SEND or children's services	A, I, P	x	
Experience of analysing performance data and producing reports	A, I	x	
Experience of contributing to and/or leading service improvement	A, I	x	
Knowledge and experience of SEND transformation and system change	A, I	x	
Understanding of commissioning, sufficiency and provider oversight	A		x
Knowledge of national SEND developments and reform agenda	A, I, P	x	
Skills and Abilities			
Strong analytical and report writing skills	A, I, T/A	x	
Ability to translate findings into practical improvement actions	A, I, T/A	x	
Ability to influence and support change across teams and partners	A, I	x	
Strong communication and relationship-building skills	A, I, P	x	

Ability to work across multi-agency systems	A, I	x	
Ability to manage competing priorities and work to deadlines	A, I, T/A	x	
Ability to design and deliver learning or training	A, I, T/A	x	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximizing the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work for the Lincolnshire County Council Core Values and Behaviour and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding - All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.