

LONDON BOROUGH OF MERTON

Job Description

JOB TITLE	Education Welfare Service Manager
DEPARTMENT	Children, Schools and Families (CSF)
DIVISION	Education
GRADE	PO5
RESPONSIBLE TO	Education Inclusion Manager
RESPONSIBLE FOR	<p>Education Welfare and all related statutory legislative requirements within Merton</p> <p>The allocation of resources and staff to schools</p> <p>LA attendance target setting and LA returns for Merton</p> <p>Education Other Than at School</p> <p>Parental Liaison</p> <p>Prosecution of parents for failing to ensure education.</p> <p>School Attendance Orders</p> <p>Fixed Penalty Notices</p> <p>Truancy Patrols</p> <p>Children in Entertainment</p> <p>Children in Employment</p>

JOB PURPOSE/KEY ACCOUNTABILITIES

LA Statutory obligations:

- To lead on LA's Statutory obligations to School Attendance, Monitor Registers, Missing Children, Children's Employment, Licensing of entertainment and chaperons and education other than at school.
- To lead on the LA's use of legal powers to ensure attendance

To be responsible for:

- The strategic development of policy and procedures in respect of all matters concerning school attendance.
- Monitoring the quality of school support for attendance.
- The day to day management of the Education Welfare Service
- Giving casework advice on a day to day basis and through supervision and appraisal.
- The allocation of resources and staff to schools and all customer service issues.
- All work relating to court attendance and legal proceedings in both the Magistrates Court and Family Proceedings Court.
- All work relating to child employment, children in entertainment and chaperones licenses
- Children Educated other Than at School and all the procedures.
- Reporting and monitoring all child protection matters involving the EWS to Social Services and /or the nominated officer
- The maintenance of records regarding attendance and exclusion and liaison with colleagues across Children Schools and Families and external agencies to improve the outcomes for children.
- Presentation and follow up of pupil cases to the out of school panel.
- Dealing with escalated pupil cases, complaints from parents and letters representing parental concerns from local Members of Parliament.

- To set attendance targets for the LA and to give advice to school regarding target setting and to set these in accordance with the Education Act 2005 requirements and any subsequent acts.
- To collect termly attendance data and ensure through working with schools the LA's termly and annual attendance return is completed.
- To work with the DfES and capita advisors to improve the authorities attendance.

KEY ACCOUNTABILITIES

A. Strategic Leadership

1. Work with the Head of Education and Education Inclusion Manager on the strategic direction and development of the service function
2. Performance manage the team members and deploy staff in order to meet team objectives, service demands and schools/DfES needs. Promote with staff, and as appropriate with external partners, a performance culture that will enable the department to account for its operations, audit its performance, tackle areas of under-performance and maintain a programme of continuous improvement and which supports IiP principles.
3. Advise the Head of Education and Director of CSF concerning legislative changes to school attendance and child employment.
4. Manage the development and maintenance of actions in the CSF Business Plan with regard to responsibilities
5. Ensure that appropriate control systems are in place for the effective management of budgets in the team
6. Contribute to the development of the CYP Plan, taking responsibility for relevant aspects and translating them into tangible projects to meet the Every Child Matters agenda.
7. Work with the Head of Education and the Education Inclusion Manager on the Divisional internal review processes
8. Contribute to Cabinet & Scrutiny reports and meetings as required and advise elected members as directed by the Head of Education or Education Inclusion Manager. Work effectively with elected members to support them in their leadership role ensuring that they have timely and good quality information.
9. Represent the Head of Education or Education Inclusion Manager as required at meetings, conferences, working groups etc., promoting the council's vision and values.
10. Work pro-actively and effectively as a member of the Inclusion Management Team and the CSF Management Forum.
11. Understand and promote valuing diversity within the agreed council policies.

B. Education Welfare Service

Leadership

1. Strategic development of policy and procedures in respect of all matters concerning school attendance in Merton.
2. Strategic responsibility for the management and supervision of staff within unit for the efficient and effective delivery of the service, including professional development, staff deployment, training and appraisal.
3. Ensure that priorities in workload are determined and that appropriate plans and work patterns in order for tasks for admissions and related matters to be carried out within the statutory frameworks
4. Responsible for ensuring that policy and procedure provide an effective and efficient service for schools and the general community and that all staff are aware of and comply with issues relating to customer care.
5. Ensure training takes place with staff to develop strategies to manage face to face meetings and telephone conversations with members of the public when facing difficult situations
6. Ensure that service targets are incorporated into the Department and Divisional plans.
7. Lead and manage the Attendance Forum - to meet periodically
8. Responsible for the provision of effective training to schools and governors on attendance in conjunction with the Education Inclusion Manager.
9. Responsible for the recruitment of all staff to the Education Welfare Service.
10. Responsible for the provision of advice and guidance to members of the Special Educational Needs (Assessment and Placement) Panels in all matters relating to Education Welfare Service.
11. Responsible for monitoring and reporting of all Child Protection Matters involving the EWS.
12. To ensure the effective and efficient placement of pupils out of school in conjunction with the SMART Centres, Schools Admission and the Out of School Placement Panel
13. Contribute to the efficient functioning of the Out of School Placement panel.

Policy and Procedures

Policy and Procedures

1. Identify Government policy around both statutory responsibilities and good practice regarding school attendance.
2. Responsible for providing training to EWO's on the role of the EWO, on policy, on aspects of legislative responsibilities and procedures, LA requirements regarding attendance, employment, entertainment and EOTAS.
3. Responsible for drafting LA publications on all matters relating to School Attendance, EOTAS, and all the statutory legal aspects of the job (FPN, ABC's Parenting Orders)
4. Undertake the strategic analysis of attendance for all Merton Schools and contribute to the analysis of school attendance in England and Wales/
5. Work with the SIA and other identified partners to support a school to improve with particular reference to the link between attendance and attainment.
6. Responsible for giving advice to Headteachers and governing bodies regarding the setting of attendance targets as required by law and setting these targets on behalf on the LA where the school fails to do so.
7. Responsibility for developing effective working relationships with headteachers, teachers, governors, parents/carers and pupil to promote and ensure school attendance.
8. Responsible for reviewing the efficient and effectiveness of the Education Welfare Service and the provision of services to schools, parents/carers and pupils.
9. Responsibility for monitoring and reporting all child protection matters involving the EWS to the nominated CP Officer and to Social Services if appropriate, in accordance with the London Child Protection guidelines and ACPC guidance.
10. Responsible for ensuring that schools make termly attendance returns both to the DfES and for providing guidance and support in a timely manner to enable them to do this.
11. Responsible for providing data to the DfES regarding UA schools or other new initiatives as and when they occur.
12. Provide written, statistical, verbal presentational information covering school attendance, our statutory responsibilities, employment, entertainment and EOTAS.
13. Work with school admission to devise strategies and implement actions to ensure that pupils without school places are identified and provided with an education

Finance

1. Manage the cost centre budget to ensure the efficient use of resources to meet targets and to charge back to schools for a buy back service.

2. Monitor the use of mobile phones and ensure all car allowance claims are processed in a timely manner
3. Identify the size and demand placed on the budget. Work within this budget, provide budget forecast information as required, including projections of over and under spend. Responsible for ensuring any significant budget variations are acted upon and that the service head is informed.

Information & Communication Technology

1. Through policy and procedural role, identify the use and growth of ICT, in conjunction with other service users such as schools, admissions and SMIST both within and outside the borough, and to make recommendations.
2. In conjunction with IT Services, and through policy and procedural role, review and plan for software packages to improve the efficient delivery of the Education Welfare Service.

C. General Responsibilities

1. Ensure that commitments, emanating from departmental and council plans, are met on time and within budget.
2. Plan and direct the preparation of resources in accordance with departmental and service priorities, ensuring best value, probity in the use for resources and professional practice within the service.
3. Keep abreast of new developments within the agreed responsibility areas and support staff in their own continuous improvement.
4. Ensure timely, consistent and inclusive communications enabling staff, elected members, customers and external partners to feel valued and informed especially during times of major cultural and organisational change in schools and across the council.
5. The management of all matters in accordance with Council procedures for best value, Investors in People and LEA reviews within the unit.
6. To attend such other meetings as may be designated by the Head of Service or Education Inclusion Manager
7. To promote and develop good practice in equal opportunities, ensuring staff compliance and that procedures and policies in relation to equal opportunities are carried out.
8. To perform such other duties as may from time to time be required by the Line Manager and/or Head of Division and or/the Director for Children, Schools & Families commensurate with the general duties and grading of the post.

