



JOB TITLE:	Education Welfare Manager
BUSINESS AREA/TEAM:	Attendance & Education Welfare
SALARY GRADE:	NJCJE Grade 9

Our Values				Method
	<i>Ethical L'ship</i>	<i>Personal Characteristics</i>	<b>What this looks like – Workforce perspective</b>	
<b>Support</b>	<i>Leadership</i>	<i>Kindness</i>	<p>We scan the horizon, identifying, anticipating, and satisfying customer needs (internal/external). We work proactively and to the best of our ability, aiming for the highest standards in all that we do. We work to demonstrate our values through our behaviours. We tell the truth and are open in a kind and considerate manner. We are accountable for our actions and admit our mistakes. We are reliable and do what we say we will. We are on time and meet deadlines.</p>	I
	<i>Honesty</i>	<i>Courage</i>		
	<i>Integrity</i>	<i>Trust</i>		
	<i>Selflessness</i>	<i>Justice</i>		
	<i>Accountability</i>	<i>Service</i>		
<b>Inspire</b>	<i>Objectivity</i>	<i>Wisdom</i>	<p>We use our curiosity and knowledge to help our customers and support each other. We are open to new ideas and experiences. We are proactive in learning new things to broaden our knowledge and the quality of experience to our customers.</p>	I
<b>Learn</b>	<i>Openness</i>	<i>Optimism</i>	<p>We work as one team, listening, learning, supporting and working together with our colleagues and our customers. We build professional relationships both in and out of the company. We strive to understand each other's goals.</p>	I

Criteria	Details	Method
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>- Relevant degree or equivalent professional qualification in education, social care, or related field.</li> <li>- Evidence of continuous professional development.</li> </ul>	A/I



Criteria	Details	Method
<b>Experience</b>	<ul style="list-style-type: none"> <li>- Significant experience in education welfare or attendance improvement.</li> <li>- A thorough knowledge of the supervision process</li> </ul> <p><b>Experience of:</b></p> <ul style="list-style-type: none"> <li>- delivering casework directly to families and schools.</li> <li>- multi-agency working and safeguarding processes. shaping and delivering SLA work and/or professional development as a traded service offer.</li> <li>- interpreting and using data to inform service development.</li> <li>- budget management</li> <li>- leading and managing a team and/or coaching/mentoring colleagues.</li> </ul>	A/I
<b>Skills/Abilities/ Knowledge</b>	<ul style="list-style-type: none"> <li>- Awareness of school and LA statutory responsibilities for attendance.</li> <li>- Understanding of statutory attendance duties and legal processes (Penalty Notices, Prosecutions and Education Supervision Orders).</li> <li>- Awareness of Ofsted requirements for attendance.</li> <li>- Knowledge of safeguarding principles and GDPR compliance.</li> <li>- Understanding of, or a willingness to learn about, evidence-informed practice and recent research on attendance interventions.</li> <li>- Ability to lead and motivate colleagues, both in SIL and in schools, through guidance and support.</li> <li>- Strong organisational skills and ability to manage competing priorities.               <ul style="list-style-type: none"> <li>- Excellent communication and interpersonal skills.</li> <li>- Ability to interpret data and produce clear reports.</li> <li>- Confidence to create and deliver a national CPD offer, and/or a willingness to learn about delivering, training and CPD to staff and schools.</li> <li>- Ability to work collaboratively and maintain professional boundaries.</li> </ul> </li> </ul>	A/I
<b>Commitment</b>	<ul style="list-style-type: none"> <li>- A commitment to continuous improvement and best practice.</li> <li>- A commitment to uphold and demonstrate SIL's values.</li> <li>- Commitment to individual and organisation Health, Safety, Equality and Welfare.</li> </ul>	A A/I
<b>Other</b>	<ul style="list-style-type: none"> <li>- Flexibility to work outside of normal hours when required.</li> </ul>	A/I

Key to assessment methods	A	I	E	T	AC
	Application	Interview	Exercise	Test	Assessment Centre

<b>Approved by:</b>	Lisa Dorrity
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