

Job Description

Job Role: Experts at Hand Programme Lead

Service: Additional Needs Service

Role Structure	Role Details
Directorate:	Children & Young People
Grade:	HC
Location:	Plough Lane
Responsible to:	Head of Additional Needs Service

Main purpose of the role

To lead the development, implementation and delivery of the Experts at Hand Programme across Herefordshire, ensuring children and young people with special educational needs and disabilities (SEND) can access timely specialist advice, support and intervention through a coordinated multi-agency approach.

The postholder will work collaboratively with education, health, Family Help and local authority services to strengthen inclusion, improve outcomes for children and young people and build capacity within mainstream settings. The role will provide leadership for the Experts at Hand model, ensuring consistent implementation across localities and that services respond effectively to identified need.

The postholder will combine programme leadership, partnership development and service improvement responsibilities, maintaining oversight of programme plans, performance, risks, resources and governance arrangements to ensure the programme delivers its intended outcomes and contributes to Herefordshire's SEND improvement priorities.

The postholder will work closely with the SEND Reform Programme Manager and other delivery leads to ensure that Experts at Hand remains aligned with wider SEND reform activity, strategic priorities and improvement plans.

Key Duties and Responsibilities	Frequency of Task
Leadership and Service Development	
Lead the implementation and ongoing development of the Experts at Hand model across Herefordshire.	Daily
Promote a culture of early intervention, inclusion and partnership working across education, health and local authority services.	Daily
Ensure the programme supports delivery of Herefordshire's SEND Strategy, Inclusion Strategy and wider transformation priorities.	Daily
Identify opportunities for service improvement and innovation, responding to emerging needs, feedback and performance information.	Weekly



Key Duties and Responsibilities	Frequency of Task
Partnership and Stakeholder Management	
Develop and maintain effective working relationships with schools, early years settings, colleges, health partners, Family Help services and wider stakeholders.	Weekly
Lead and facilitate multi-agency collaboration to improve access to support and promote inclusive practice.	Monthly
Act as a key point of contact for stakeholders involved in the Experts at Hand programme.	Monthly
Represent Herefordshire Council in partnership meetings, regional networks and forums as required.	Monthly
Programme Leadership and Delivery	
Develop and maintain programme plans, implementation schedules and delivery milestones for the Experts at Hand programme.	Weekly
Monitor progress against agreed objectives and outcomes, ensuring delivery remains on track and aligned with strategic priorities.	Monthly
Identify risks, barriers and dependencies and take appropriate action to mitigate their impact on delivery.	Weekly
Establish and maintain effective governance, reporting and performance management arrangements.	Quarterly
Prepare reports, presentations and briefing papers for senior leaders, governance groups and partnership boards.	Weekly
Facilitate programme meetings, locality implementation groups and stakeholder forums, ensuring actions are monitored and delivered.	Monthly
Work closely with the SEND Reform Programme Manager to coordinate related workstreams and ensure alignment across SEND improvement activity.	As required
Workforce Development and Inclusion	
Promote inclusive practice and support mainstream settings to meet the needs of children and young people with SEND.	Daily
Coordinate training, professional development and knowledge-sharing opportunities across partner services.	Daily
Support the development of sustainable networks of expertise across education, health and family support services.	Weekly
Resources and Governance	
Support the effective management of programme resources and funding to ensure delivery objectives are achieved.	Weekly

Key Duties and Responsibilities	Frequency of Task
Contribute to business cases, service development proposals and funding opportunities.	As required
Ensure compliance with relevant legislation, safeguarding requirements, policies and procedures.	As required
Undertake any other duties commensurate with the responsibilities and grading of the post.	As required



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
Degree level qualification or equivalent relevant experience.	Essential	A, I
Evidence of continuing professional and personal development.	Essential	A, I
Qualification or training in education, SEND, health, children's services, programme management or leadership.	Desirable	A, I
Project or programme management training.	Desirable	A, I
Experience & Knowledge		
Experience of working within SEND, education, children's services, health or a related field.	Essential	A, I
Experience of leading programmes, projects, service developments or improvement initiatives.	Essential	A, I
Experience of coordinating activity across multiple teams, services or partner organisations.	Essential	A, I
Experience of building effective relationships with a range of stakeholders.	Essential	A, I
Good understanding of SEND legislation, guidance and inclusive practice.	Essential	A, I
Knowledge of early intervention approaches and support for children and young people with additional needs.	Essential	A, I
Experience of monitoring performance, outcomes, risks and delivery against agreed objectives.	Essential	A, I
Experience of preparing reports, presentations and information for senior leaders or governance groups.	Essential	A, I
Knowledge of programme and project management approaches.	Essential	A, I
Experience of workforce development, training or supporting practice improvement.	Desirable	A, I
Knowledge of locality-based ways of working.	Desirable	A, I
Experience of budget monitoring, commissioning or resource management.	Desirable	A, I
Skills and Abilities		

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Strong leadership and programme management skills, with the ability to translate strategic priorities into effective operational delivery.	Essential	A, I
Excellent partnership-building, influencing and relationship-management skills.	Essential	A, I
Ability to develop and maintain programme plans, manage risks and monitor progress against milestones.	Essential	A, I
Ability to analyse information and use data to support decision-making and service improvement.	Essential	A, I
Ability to support and challenge partners constructively to achieve agreed outcomes.	Essential	A, I
Excellent written and verbal communication skills.	Essential	A, I
Strong organisational skills and ability to manage competing priorities.	Essential	A, I
Ability to take a concept or vision and drive implementation through to delivery.	Essential	A, I
Commitment to inclusion, co-production and improving outcomes for children, young people and families.	Essential	A, I
Resilient, adaptable and solution-focused approach.	Essential	A, I
Other factors		
Ability to travel across Herefordshire to attend schools, settings, family hubs and council locations.	Essential	A, I
Enhanced DBS Clearance.	Essential	A, I

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behaviour, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.



Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They **help us to achieve our Council Plan vision "do our best for Herefordshire"** acting as our DNA and the "way that we do things around here". **We expect all colleagues to act** as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

