

Job description

Job title:	Experts at Hand SEND Data Insight and Triage Coordinator		
Directorate:	People	Salary:	£30,024 - £35,412 per year Plus £729 London Weighting
Section:	Experts at Hand/Educational Psychology Service	Grade:	BG-H SCP 15 - 24
Location:	Child Development Centre	Work style:	Hybrid

Key objectives of the role

To manage the Experts at Hand triage function and provide high-quality performance intelligence, ensuring education settings can access timely SEND support and senior leaders have the evidence needed to improve service planning, delivery and outcomes for children and young people with SEND.

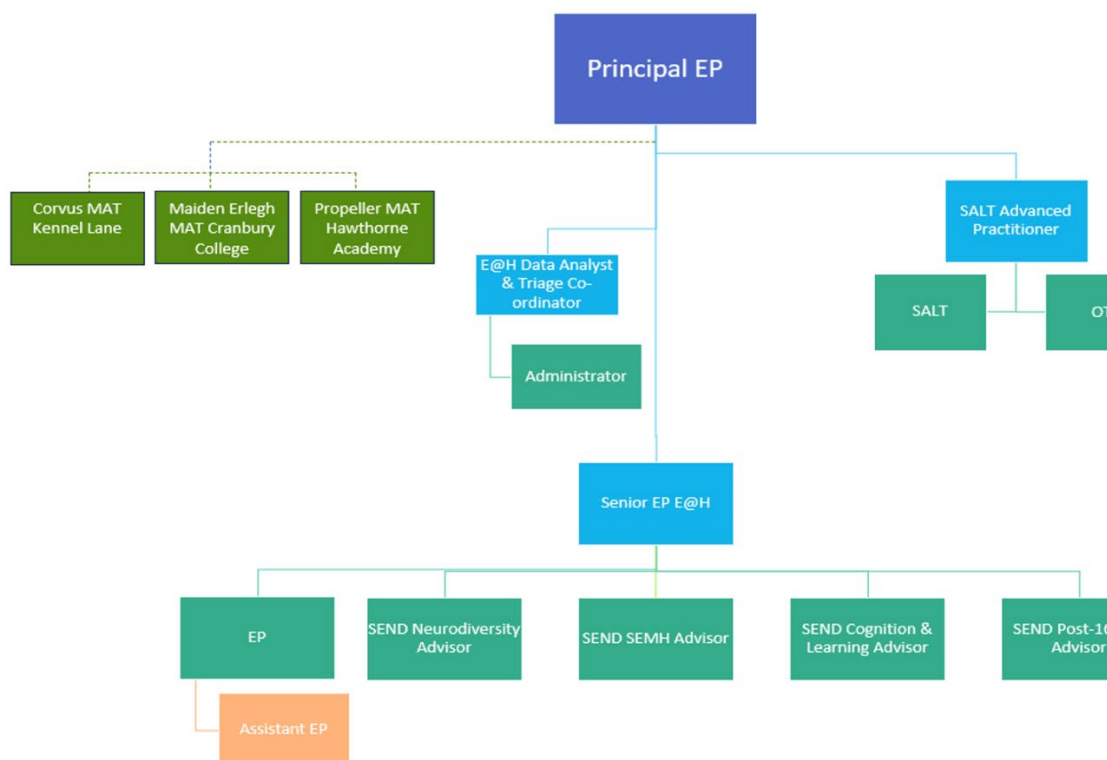
Key accountabilities:

- Manage the Experts at Hand triage contact line and maintain an accurate database of support requests, acting as the first point of contact for education settings seeking E@H support.
- Coordinate triage information so that requests are appropriately recorded, prioritised and routed to the right professional support within the multi-disciplinary hub and wider support network.
- Develop, maintain and quality assure performance dashboards, reports and datasets that track demand, activity, outcomes and key performance indicators across E@H and related SEND support services.
- Analyse data to identify service pressures, emerging needs, provision gaps, risks, resource implications and opportunities for improvement across the SEND partnership.
- Prepare clear reports, briefings, and presentations for frontline staff, senior leaders, the E@H governing body, SIAB and other agencies.
- Work collaboratively with educational psychologists, health professionals, SEND advisers, specialist outreach staff and operational teams to improve data quality, reporting practice and service impact.

Designation of post and position within departmental structure

- The postholder reports directly to the Experts at Hand lead Principal Educational Psychologist and operates as a key member of the integrated multi-disciplinary hub team based at the Child Development Centre, Great Hollands.
- The role works closely with educational psychologists, health professionals including speech and language therapists and occupational therapists, SEND advisers and local specialist school outreach staff.

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Daily and monthly responsibilities

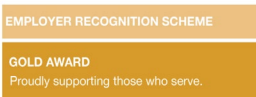
- Operate the E@H triage contact line and maintain an accurate, up-to-date database of requests for support.
- Support E@H SEND reform quarterly data returns to central government, ensuring accuracy, timeliness and appropriate quality assurance.
- Collect, analyse, validate and interpret data from education setting records, SEND and inclusion surveys, audits and operational SEND databases.
- Use analysis to identify gaps in service provision, emerging needs trends and opportunities to improve E@H service delivery.

Scope of role

Work closely with operational teams to improve data quality, reporting processes, and the practical use of performance insight. Maintain appropriate records, information governance standards and audit trails for triage, data handling and service reporting activity.

The post will report to the Principal Educational Psychologist. The post has no budget or line management responsibilities but is accountable for accurate triage coordination, robust performance intelligence and timely reporting to support operational and strategic decision-making.

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Commitment to the Council's Equal Opportunities policy at all times.

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

Person specification

Key criteria	Essential	Desirable
Skills and qualifications	Educated to A-Level standard or able to demonstrate equivalent knowledge and skills gained through relevant professional experience Proficient in reporting and data visualisation tools including Power BI. Advanced Microsoft Excel skills, including pivot tables, formulas and Power Query or equivalent data preparation tools. Confident user of Microsoft 365, particularly Outlook, Teams, SharePoint and Word.	Understanding statistical techniques and their application to service performance analysis
Competence summary (Knowledge, abilities, skills, experience)	Proven ability to analyse complex datasets, identify trends and produce clear insight for service improvement. Experience of developing and maintaining dashboards, reports and performance measures that support key performance indicator monitoring. Ability to work collaboratively with multi-disciplinary teams to understand requirements and translate them into practical analytical solutions. Track record of delivering accurate, timely and high-quality analytical outputs to support operational and strategic decision-making. Able to prioritise competing demands, work to deadlines, and respond constructively to changing service requirements. Strong understanding of ethical practice when collecting, analysing and reporting sensitive information. Experience of working with statutory partners, education settings or other relevant agencies.	
Work-related Personal Requirements	High level of accuracy, attention to detail and commitment to data quality and integrity.	

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Able to work independently, use initiative and identify opportunities to improve processes and service effectiveness.

Analytical, solution-focused and able to apply sound judgement to complex information.

Collaborative and professional, with strong interpersonal skills and the ability to build effective working relationships.

Flexible and resilient when working in a busy environment with changing priorities and deadlines.

Committed to inclusion and to using data and insight to improve outcomes for children and young people with SEND.

Committed to continuous learning and keeping knowledge of business intelligence, data analytics and SEND practice up to date.

Other work requirements

A satisfactory Disclosure and Barring Service check.

Understanding and commitment to the principles and practices of valuing diversity and equal opportunities.

Understanding and knowledge of data protection/sharing issues and legislation.

This post is exempt from the Rehabilitation of Offenders Act 1974

Role models and demonstrates the Council's values and behaviours

Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.

We make our values real by demonstrating them in how we behave every day.

All staff should hold a duty and commitment to observing the Council's Equality and Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality and Diversity legislation and Council policies/procedures.