



Role Profile

SEND Reform Officer
Prevention and Communities

Role Profile: SEND Reform Officer	Role Profile Number: SBC_12788
Directorate: Prevention and Communities	Reporting to: SEND Reform Lead
Grade: CFL8	Date Prepared: 02/10/2026

Our Values

Our [Values](#) shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The [Swindon Commitment](#) shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Purpose:

The SEND Reform Officer will support the delivery of the SEND Reform Plan and wider SEND Transformation Programme, ensuring improvement activity is effectively coordinated, monitored and implemented across the local area partnership. The postholder will work closely with the SEND Reform Lead to drive improvement activity, maintain programme momentum and ensure that transformation projects deliver measurable and sustainable improvements for children and young people with SEND. The postholder will provide operational leadership across multiple transformation workstreams, supporting programme governance, performance management, risk management and stakeholder engagement. They will coordinate transformation activity across education, health and social care partners, ensuring projects remain on track, risks are identified and mitigated, and intended benefits are realised. The role will have responsibility for managing designated projects and workstreams while deputising for the SEND Reform Lead where required.

Working collaboratively with senior leaders, operational managers, schools, health partners, parent carer representatives and wider stakeholders, the postholder will support the development of a culture of continuous improvement, accountability and partnership working. The role will play a key part in embedding lasting change, strengthening SEND services and improving outcomes and experiences for children, young people and families

Key responsibilities and accountabilities:

- Support the delivery and implementation of the SEND Reform Plan and wider SEND Transformation Programme.
- Deputise for the SEND Reform Lead as required, representing the programme at meetings, boards and partnership forums.
- Lead designated transformation projects and workstreams, ensuring delivery against agreed objectives, milestones and benefits.
- Coordinate programme governance arrangements, reporting mechanisms and project management processes.
- Monitor programme performance against agreed milestones, identifying risks, issues, dependencies and opportunities for improvement.
- Develop and maintain programme documentation including plans, risk registers, action logs, benefits trackers and reporting dashboards.
- Support workstream leads and operational managers to deliver agreed improvement activity and transformation outcomes.
- Prepare reports, presentations and briefing papers for governance boards, senior leaders, elected members and partnership groups.
- Lead stakeholder engagement activity, ensuring effective communication and collaboration across partner organisations.
- Monitor grant-funded projects and improvement activity, ensuring compliance with funding requirements and reporting obligations.

- Support inspection readiness, external reviews, assurance activity and improvement planning.
- Promote programme management disciplines, continuous improvement and evidence-based decision making across the SEND partnership.

Supplementary Accountabilities

- Support preparation for inspections, peer reviews and external assurance activity.
- Contribute to wider strategic developments across Children's Services and the SEND Partnership.
- Represent the Council at local, regional and national SEND improvement networks where appropriate.
- Undertake duties commensurate with the level and nature of the post.

Managerial

- Deputise for the SEND ReformLead in their absence.
- Provide day-to-day coordination and oversight of programme resources assigned to transformation activity.
- Support and coordinate project leads, workstream leads and programme staff to deliver agreed outcomes.
- Contribute to workforce planning, prioritisation and allocation of programme resources.
- Support budget monitoring, performance reporting and benefits realisation activity associated with transformation programmes.

Professional

- Develop and maintain effective working relationships with senior leaders, schools, educational settings, health partners, social care services, parent carer representatives, elected members and external agencies.
- Provide specialist advice and support on programme management, service improvement, transformation and change management methodologies.
- Work collaboratively across organisational boundaries to support delivery of local area SEND priorities.
- Promote co-production and meaningful engagement with children, young people and families.
- Ensure programme activity is aligned with statutory responsibilities, national policy developments and local improvement priorities.
- Support the SEND ReformLead in embedding effective governance, accountability and performance management arrangements across the partnership.

Decision making:

- Determine priorities within allocated projects and workstreams to ensure delivery of agreed outcomes.
- Make recommendations regarding programme risks, issues, mitigation actions and resource requirements.
- Assess project performance and propose corrective actions when delivery is at risk.

- Determine appropriate approaches to stakeholder engagement, communication and project implementation.
- Prioritise workload and programme resources to achieve agreed milestones and objectives.
- Exercise professional judgement when balancing competing demands and programme pressures.
- Escalate significant risks, barriers and dependencies to the SEND Reform Lead as appropriate.

Creativity and innovation

- Develop innovative approaches to programme delivery, stakeholder engagement and service improvement.
- Identify opportunities to streamline processes and improve efficiency across SEND services.
- Design and implement tools, reporting mechanisms and performance frameworks that support effective programme management.
- Support the development of new approaches to partnership working and co-production.
- Apply learning from inspections, reviews, best practice and national developments to strengthen local services.
- Contribute ideas and solutions that support sustainable transformation and improved outcomes for children and young people with SEND.

Job Scope

Number and types of jobs managed:	N/A
Budget Holder:	No
Budget Value:	N/A
Asset Responsibility:	N/A

PERSON SPECIFICATION

Qualifications:	Essential or Desirable
• Degree level qualification or equivalent professional experience	E
• Evidence of continuing professional development in programme management, change management, SEND or leadership	E
• PRINCE2 Practitioner, Managing Successful Programmes (MSP), Agile Project Management qualification or equivalent	D
• Qualification in programme management, project management, leadership or organisational change	D

Knowledge and Experience:	
• Experience of supporting or leading complex improvement, transformation or change programmes	E
• Experience of programme, project or service improvement management within a public sector organisation	E
• Knowledge of programme governance, risk management, performance reporting and benefits realisation	E
• Experience of developing and maintaining programme plans, risk registers and reporting frameworks	E
• Experience of working with multiple stakeholders across organisational boundaries	E
• Experience of analysing performance information and producing reports to support decision making	E
• Experience of supporting senior leaders to deliver complex programmes of change	E
• Knowledge of SEND legislation, policy and statutory responsibilities	D
• Experience of working within a SEND, education, health or children's services environment	D
• Experience of supporting inspection preparation, assurance activity or improvement planning	D
Aptitudes, Skills and Competencies:	
• Excellent programme and project coordination skills	E
• Ability to analyse complex information and develop practical solutions	E
• Excellent verbal and written communication skills	E
• Strong organisational skills with the ability to manage multiple priorities and deadlines	E
• Ability to build effective relationships and influence stakeholders at all levels	E
• Ability to challenge constructively and hold others to account for delivery	E
• Ability to work independently and exercise sound professional judgement	E
• Strong problem-solving and decision-making skills	E
• Ability to support, motivate and coordinate colleagues and partners to achieve shared objectives	E
• Commitment to continuous improvement, partnership working and achieving positive outcomes for children and young people with SEND	E
Special Conditions of Recruitment:	
• Ability to attend meetings across the Borough and partner organisations as required	E

• Ability to work flexibly to meet programme and service requirements	E
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Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.

