



SEND Assistant Case Officer

Barnet Education & Learning Service (BELS)

Closing Date: 16/04/2026 Midnight

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Barnet Education & Learning Service (BELS)

Our Services

<https://www.bels.org.uk/>

In September 2020, Barnet Council entered into a new strategic partnership with Barnet Education and Learning Service (BELS), a limited company wholly owned by the council, to provide the council's education services.

The partnership was established in consultation with Barnet schools and the steering group of the Parent-Carer Forum.

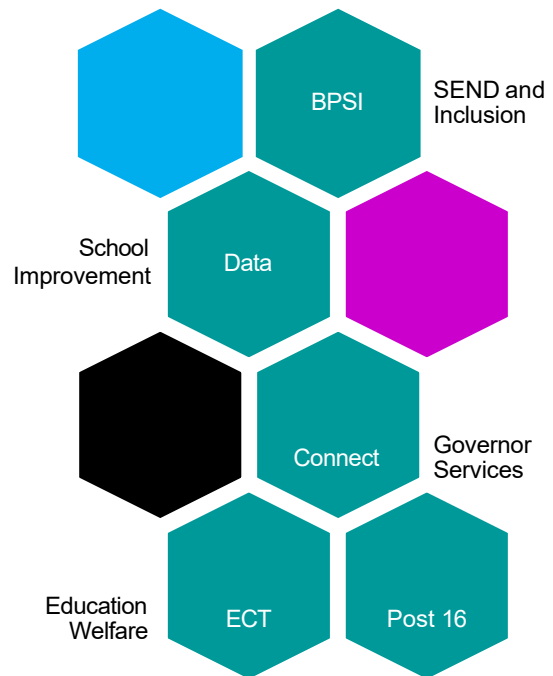
The aim of establishing the partnership is to

- Maintain and continue to develop Barnet's excellent education offer.
- Maintain and continue to develop the excellent relationship between the Council and schools.
- Achieve further budget savings if required.

The partnership is governed by a series of boards on which schools, settings and other stakeholders are represented that steer the strategic direction of the partnership in delivering school improvement, services for children with special educational needs and school place planning.

Performance against all three objectives for the partnership has been strong both before BELS was established and since then. Between April 2016 and August 2020 the service was run through a partnership between the council and Cambridge Education. Educational progress and achievement have improved consistently year on year. 97% of Barnet schools are good or outstanding and Barnet is now in the top 10% for almost all measures and the top 5% for many of the measures. The service has met all the budget targets for savings that were agreed with the council over the last five years.

There is also a very strong and experienced management team in place within the Education and Learning service, which has the confidence of schools, members, Council officers and other stakeholders.



BELS is responsible for the following services:

- Development and implementation of the council's education strategy, along with its Schools and Settings Improvement Strategy, SEND and Disabilities Strategy, School Places Strategy and Post-16 Education and Skills Strategy.
- Strategic support and advice to the Schools Forum and oversight of the Dedicated Schools Budget
- School and settings improvement (including early years)
- Statutory local authority services, such as monitoring, supporting and challenging schools, and intervening in maintained schools where necessary
- The Virtual School
- Special Educational Needs statutory processes including assessment and placements
- SEN Transport – assessment, brokerage, contract and budget management
- Educational psychology team
- SEN specialist support services
- Pupil place planning
- Admissions
- Education welfare service
- Post 16 education and skills, including monitoring, tracking and supporting participation
- Careers, Information, Advice and Guidance service
- Traded services to schools:
 - Barnet Partnership for School Improvement (BPSI)
 - Governor services
 - Newly Qualified Teachers support
 - Education Welfare Service
 - Educational psychology
 - Inclusion Advisory Team
 - Connect (formerly North London Schools International Network)
 - Foreign Language Assistants
 - Data Service

Staff Terms and Conditions

Staff working for BELS are employed on terms and conditions that are aligned with national agreements for staff working in local authorities except in respect of pensions.

New staff joining BELS who join and want to contribute to a Pension Scheme will become members of AVIVA – the Pension provider for BELS. Staff can contribute 4.5% of their salary into the Scheme and BELS will match this. There is also an option of increasing contributions to 7% with BELS also contributing at this rate. Contributions higher than this will not be matched by BELS.

As BELS is not a Local Authority, the company does not come under the Modification Order and therefore does not recognise continuous employment from other Local Authorities/schools. Your continuous service will start on the date you join the organisation.

Your annual leave is based on the grade and years of continuous service. Upon their start, employees will be entitled to 26 days plus 8 Bank holidays per annum – pro-rated for part timers and this would increase with service.

It is a standard practice that prospective employees are offered the starting point of the pay scale and it is expected that staff will progress through the spine points on an annual basis. However, if there is a strong case to pay above the minimum of the scale, the relevant service Director would consider the case.

Letter to applicants

Department: Education & Skills
Services Contact Officer: Feray
Souleiman

Dear Applicant

Post: SEND Assistant Case Officer

Thank you for the interest you have shown in the above opportunity.

This Job Information Pack gives a full explanation of the job and working for Barnet Education and Learning Service (BELS), which I hope will encourage you to apply for the post.

To apply for this post, please click on 'Apply' button below. If you need assistance, please email the BELS HR Team at: hr.barnetbels@barnet.gov.uk. quoting job title.

**Closing date for applications is 16/04/2026.
Interviews will be held week on :20/04/2026.**

If you would like to discuss this position on an informal basis, please contact Nanda Gorasia on 020 8359 7007 who will arrange for you to have a telephone discussion with me or another colleague.

It is important to us at BELS that our organisation reflects all members of our community and we strongly encourage members of ethnic minority communities to apply.

I look forward to receiving an application from you.

Yours faithfully

**Feray Souleiman
Head of SEN Assessment & Placements**

Job Title: SEND Assistant Case Officer
Contract Type: Full Time - Permanent contract - All Year Round
Salary: £36,585 - £38,256 per annum

Barnet Education and Learning Service is a company wholly owned by Barnet Council, delivering the Council's education services to schools, children and young people.

We are seeking to recruit into the position of SEND Assistant Case Officer. The successful candidate will have primary responsibility for amending Education, Health, and Care Plans (EHCPs) of individual children and young people, according to the Children and Families Act 2014 following the Annual Review of their EHCP.

Experience and/or knowledge of SEND legislation in relation to EHCPs is essential. In return, you will be offered extensive in-house training and an opportunity to develop skills in the SEN environment. You will be given regular supervision and be part of a thriving dynamic team. Colindale office based role

For an informal discussion about the post please contact Feray Souleiman, Interim Head of SEN Assessment & Placements.

The closing date for applications is 16/04/2026.
Interviews will be held week commencing :20/04/2026.

To apply for this post, please click on 'Apply' button below. If you need assistance, please email the BELS HR Team at: hr.barnetbels@barnet.gov.uk. quoting job title.

Barnet Education and Learning Service are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment.

An enhanced DBS (Disclosure and Barring Service) with barred list check is required for all successful applicants. In addition, if this post is likely to come under the requirements of the Childcare (Disqualification) 2009 Regulations, the successful applicant will be required to declare.

We value diversity.

Job Description

1.	Service:	Education & Skills
	Job Title:	SEND Assistant Case Officer
	Grade:	20 - 23
	Reports to:	Annual Review Team Manager

2. CONTEXT AND PURPOSE OF JOB

1. To act as “Named Officer” (SEN Code 2014) in the preparation of Education, Health and Care Plans (EHCPs) for children and young people and to ensure that legislative requirements are met and administered within statutory timescales prescribed in the Government's Code of Practice and the Council's Performance Indicators and best practice.
2. In addition to drafting Education, Health, and Care Plans, to draft:
 - a. decision letters applying the legal framework explaining the reasons for the decision.
 - b. attend the Annual Review panel weekly.
 - c. provide information to inform responses to complaints, MP and elected member enquiries.
 - d. ensure that children and young people’s files and Synergy database are maintained.
3. To support and be a first point of contact for many Annual Review enquiries. To support the processes that deliver against statutory timeframes as governed by the SEND code of practice, and other appropriate legislative frameworks.
4. To support families to understand the processes regarding Annual Reviews and other processes that affect cyp with an Education, Health and Care Plan (EHCP).
5. Communicate clearly, effectively, and courteously to all inquiries from the public, council staff and managers from other agencies ensuring a professional image for the service is maintained, and providing accurate information based on a sound understanding of the SEN legislative framework
6. Take receipt of Annual Review paperwork, commence the Annual Review workflow on Caseload Management system and allocate to the appropriate SEND Case Officer.
7. To support the delivery of statutory processes by ensuring files on the Caseload Management system are accurate and updated, uploading and downloading documents in line with standard procedures .
8. Provide efficient, flexible, and effective administrative support, including the processing of written correspondence, emails, phone calls as required to support the management of client relationships and the expectations of our stakeholders. To provide administrative support around SEND processes to the wider team.
9. To deal with any children or young people with EHCP moving in or out of the local authority, liaising with the SEND team of other Local Authorities across the country

and the Admissions team to ensure that a child is resident in the area.

10. Working within the Council's code of practice for communication with the public, take time and make appropriate phone, meeting or written responses to build confidence and ensure the Council's statutory responsibilities are met.

3.1 PRINCIPAL ACCOUNTABILITIES

4.1 Main duties and responsibilities

Statutory Process

1. Ensure delivery of statutory assessment processes for a defined caseload in a manner that:-
 - Satisfies requirements of the 1996 Education Act and the 2014 Children and Families Act, and associated legislation
 - Complies with DfE guidance
 - Supports and promotes Council policies
 - Promotes locality based and inclusive education
 - Encourages and develops positive relationships with schools, and other education settings
 - Minimises dispute with parents through high quality and bespoke communication
 - Builds on, develops and improves relationships with other agencies, including children's and adult health services health and children's and adults social care
 - Enables local and national performance targets to be achieved
2. In accordance with the regulations and guidance that underpin assessment of SEN and multi-agency interventions, and within LBB operational procedures, ensure that all processes including issuing, amending and reviewing statements are delivered within timescales.
3. Ensure on-going familiarity with Council policies and procedures that apply to the management of SEN casework and placements.
4. Work within defined decision-making processes and within the delegated decisions framework as appropriate.
5. Ability to consult effectively and diplomatically, with schools, parents and other stakeholders for placements and decisions and respond to a wide range of daily enquiries the post holder will need to be organised and resilient to manage this varied role.
6. A willingness to undertake ongoing, learning training and development.
7. Analyse and evaluate educational, medical, social care and psychological advice and other relevant information and reports collected through annual review documents. Following the analysis:
 - Amend detailed and specific education health and care plans (EHCPs) according to the statutory guidance and reflecting local guidelines and written policies.

Relationships and contact with stakeholders and partners

1. Ensure supportive constructive and sensitive liaison and discussion with schools and settings so the decisions made on casework are well supported with evidence and have maximum potential for sustainability.
2. Develop and maintain high quality relationships with key staff in:
 - schools and settings (especially head teachers and SENCOs)
 - Inclusion and Skills (especially educational psychologists, early years SEN staff and specialists' teachers)
 - Children's Services (especially social workers),
 - Health (especially paediatricians, therapists and CAMHS professionals)
 - other agencies, for example youth services, the YOT
 - SENDIASS
 - Mediation and Disagreement Resolution Services.
3. To make positive and constructive responses to telephone enquiries from schools, parents, other services and the public, aiming, through the application of specialist knowledge, to defuse stress and anxiety and where possible provide required information or signpost to other services

Relationships and contact within SEN Assessment and Placements Team

1. To work in a structured partnership with SEN caseworkers, SEN Managers, and business support officers so that the different tasks within the SEN statutory process are completed with quality, in a coordinated and time efficient manner.
2. To ensure high quality electronic case file management, following quality standards and guidelines set down, and with support from the Data and Performance Management Team for data input, file organisation and filing.
3. Identify potential conflicts and disagreements and emotionally charged situations at an early stage and alert SEN Caseworkers and their Managers. Work in partnership with parents, pupils and schools to promote inclusion and to minimise conflict and disagreement.
4. Have regard to statutory timescales and local performance standards for written correspondence and administration and ensure these are met for the area for those cases for which the post holder is responsible and to provide administrative support where needed regarding SEND statutory processes.
5. Ensure relevant statistical and management information is organised and available.
6. Ensure that the responsibility of safeguarding the welfare of children is a fundamental aspect of this job and that the principles are embedded in all procedures, practices, professional advice and decision making. Ensure full compliance with the Pan-London protocols and Barnet safeguarding standards.

4.2 Staff Responsibilities

- 4.2.1 No direct staff responsibility. Some responsibility for induction for less experienced staff within the team. Day to day interaction with A/R Co-ordinators and SEN Caseworkers. Assisting other officers within the SEN strategic and casework team to contribute to the team efficiency and effectiveness.

5.1 PROMOTION OF CORPORATE VALUES

- 5.1 Ensure standards of customer care are met in accordance with the Council's Statement of Values. To be aware of the Corporate Plan and how it affects the section.

- 5.2 Ensure that a high level of confidentiality is maintained in all aspects of work.

6.0 FLEXIBILITY

- 6.1 In order to deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7.0 THE COUNCIL'S COMMITMENT TO EQUALITY

- 7.1 To deliver the council's commitment to equality of opportunity both in the provision of services and as an employer. All staff are expected to promote equality in the work place and in the services the council delivers.

Person Specification

Service:	Children's Service
Location:	2 Bristol Avenue office based in Colindale
Job Title:	SEND Assistant Case Officer
Grade:	20 – 23
Reports to:	Annual Review SEN Manager

Essential Qualifications required

Type	Level required
Professional qualifications/memberships	None specific – desirable if qualified in children's education or related professional qualification e.g.: Teaching assistant, youth worker, guidance etc.
Education	Desirable if educated to degree level or equivalent (preferably in a relevant discipline) Minimum: GCSE Maths and English or equivalent

Technical / Knowledge Requirements

Type	Description
ICT skills	Competent and confident in the use of standard Microsoft Office products such as Word, Excel, PowerPoint. Proven experience and competency in the effective use of ICT databases and record storage and retrieval systems. Proven ability to handle confidential personal information in an appropriate and secure manner.
Project Management	Ability to carry lead on projects or operational processes related to the work environment

Role Specific Competencies

Type	Description
Knowledge & Experience	Knowledge, experience and understanding of the main current developments and statutory position relating to children with special educational needs
	Demonstrable knowledge of the main SEN legislation and guidance, particularly the SEN Code of Practice and 1996 Education Act and other related/relevant Children focused legislation
	Experience of the work of other agencies including health, mental health, voluntary sector and others.
	Experience of relevant work preferably in a school setting or within a local authority, or equivalent organisation.

Literacy and written language skills	Ability to make appropriate recommendations and write detailed, grammatical letters, statements and reports in a clear and structured manner based on an analysis of complex information
	Ability to deal with complex reports, and to demonstrate good analytical skills, synthesis and précis skills
Generalising	Ability to apply learning and technical aspects from one case to another within wider legal framework using databases
Emotional intelligence and resilience	Ability to know when to and how to apply a sensitive and objective empathy without compromising the Council. Ability to manage situations of high stress, anxiety and sometimes anger amongst stakeholders, especially parents.

Behavioural Competencies

Competency	Key to role
Communicating and influencing	Effective verbal and written communication skills
	Ability to communicate complex issues in a clear and effectively manner (oral and written) with a wide range of stakeholders and to advise, persuade, influence, empathise and be assertive as appropriate.
	Ability to participate effectively at case conferences and other forums to secure positive outcomes which make best use of limited resources.
	Proven ability to resolve conflict through mediation and other conflict resolution techniques and find creative, interagency solutions which meet children's needs.
	Ability to ensure a high standard of customer care
	Ability to manage continuous interruptions, including phone calls, ensuring courtesy and attention as Required
Political Awareness	Appreciation of the political make-up and decision-making processes of the council and its impact on the role
Leadership	Willingness to take personal responsibility for the delivery of relevant service priorities that pertain to the role.
	Ability to ensure that children and young people and their parents are the focal point for decision making
	Ability to ensure statutory criteria for efficiency and cost-effectiveness are integrated into advice that informs decisions to be made and actions taken
Problem solving	Ability to analyse complex information quickly, reaching and articulating decisions with clarity, to deliver solutions that command support.
	Ability to engage those who disagree to secure agreement through explanation, clarifying, knowledge of the law and tactical case management skills
Striving for excellence	Proven record of achievement in delivering: <ul style="list-style-type: none"> • service improvement • logical and effective decision making • high quality, accurate and timely work
	Ability to manage a complex workload and meet tight timescales, using ICT skills to support office procedures
	Demonstrates a determination to provide a quality service and achieve challenging targets
	Commitment to embrace the principles of equality in the

	delivery of the service
Staff management	Proven ability to support the delivery of effective training relating to the role of the job
Team working	Ability to work effectively, flexibly and constructively with colleagues in a team and make a positive contribution.
	Ability to work effectively with senior managers, staff, schools, external partners and to establish confidence, trust and credibility
	Demonstrable experience of working effectively and participating with other colleagues on an inter-agency basis to ensure an effective response to complex issues
	Ability to work with a range of professional staff and the public effectively and professionally
	Ability to build and nurture good working relationships with colleagues and across a wide range of outside agencies
Safeguarding	Sound understanding of the principles of safeguarding and a commitment to improving safeguarding the welfare children and young people.
Partnership working	Recognises the importance to the council of active partnership working and embraces partnership working where relevant to deliver services most effectively and efficiently
	Actively contributes to the creation of an open, and interdependent culture
	Ability to provide accurate guidance, information and advice to parents

Key Details

Reporting to: Feray Souleiman
Contract: Permanent Contract
Salary: £36,585 - £38,256 per annum
Location: Colindale

Annual Leave

Your annual leave is based on the grade and years of continuous service. Upon their start, employees will be entitled to 31 days plus Bank Holidays per annum – pro-rated for part timers.

Voluntary Pension Scheme – Non-Teachers

Staff joining BELS can choose to contribute to a Pension Scheme and will become members of AVIVA – the Pension provider for BELS. Staff can contribute either 4.5% or 7% of their salary into the Scheme and BELS will match this. BELS is a private company of Barnet Council which has its own legal entity and terms and conditions which are different from Barnet's.

Please note:

“BELS, as a Local Authority Controlled Company, is deemed by the Council to be an associate employer of Barnet Council and is therefore covered under the Modification Order. This means that any continuous service you currently have (within another local government service, or a school or any organisation signed up to the Modification Order) will be transferred with you into BELS”

It is a standard practice that prospective employees are offered the starting point of the pay scale and expect that staff would progress through the spine points on an annual basis. However, if there is a strong case to pay above the minimum of the scale, the Senior Management Team would consider the case.

Application Process

The closing date for applications is 16/04/2026.

Interviews will be held week commencing :20/04/2026.

Completing Application Forms

To apply for this post, you must complete an online **application form** available within the job posting under [Recruitment | Barnet Education & Learning Service | London \(bels.org.uk\)](https://bels.org.uk) .

Particular attention should be given to the Supporting Information section within the application form. Shortlisting is based on the candidate's ability to meet the selection criteria within the person specification. Therefore, it is essential that you outline clear examples and evidence of how you meet the requirements of the person specification. Examples and evidence should also relate back to the duties/accountabilities contained in the job description.

Reply Details

Your application form must reach us by closing date. Applications received after this date will not be considered.

To apply for this post, please visit: [Recruitment | Barnet Education & Learning Service | London \(bels.org.uk\)](https://bels.org.uk)

If you need assistance, please email the BELS HR Team at: hr.barnetbels@barnet.gov.uk quoting job title. It is important that you complete ALL sections of the application form.

Next Steps

If you are selected for interview, we will contact you by email and/or text message.