Barnet Education and Learning Service

SEN Tribunals and Mediations Officer

Barnet Education & Learning Service (BELS)

Closing date: 4th December (midnight)

Contents

Page 3: Welcome to Barnet Education & Learning Service (BELS)

Page 4: Letter to applicants

Page 5: Advert

Page 7: Job Description

Page 9: Person Specification

Page 12: Key Details

Page 13: Application Process

Welcome to Barnet Education & Learning Service (BELS)

About Us

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

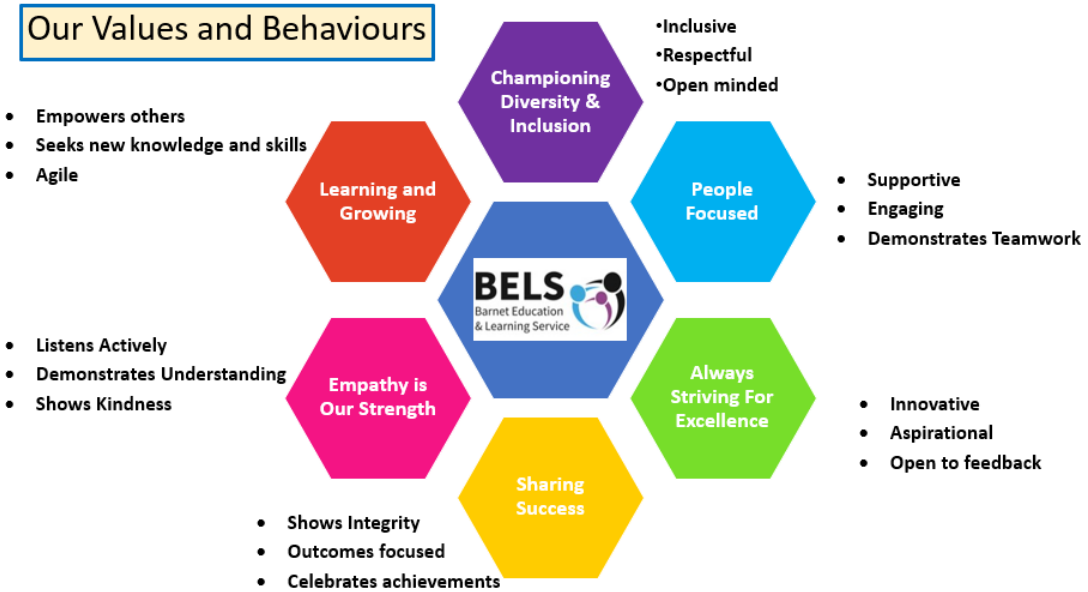
Barnet Education & Learning Service (BELS) is a local authority owned company responsible for providing Barnet Council's Education & Skills service to Barnet schools and settings.

The BELS Board of Directors has representatives from Barnet Primary Headteachers' Forum, Barnet Secondary Headteachers' Forum and Barent Parent-Carer Forum as well as Senior Leaders from the Council enabling a truly collaborative approach to decision-making and delivery which brings the best outcomes for Barnet's schools, educational settings, colleges, students, and young people. The Board of Directors also includes a BELS Staff Director in addition to our Chief Executive.

Along with statutory services, BELS provides a range of traded services to schools and settings, equipping them with the latest tools, training, and programmes to improve school standards and outcomes.

95% of Barnet schools are good or outstanding and Barnet is now in the top 10% for almost all measures of achievement in schools and the top 5% for many of the measures.

We are proud to play a part in creating resilient communities where pupils are high achieving and engaged by providing schools and settings with everything they need to help pupils reach their goals and achieve outstanding outcomes. We have highly experienced teams who stay abreast of new developments and best practices to empower teachers and governors in a changing world.



Contact Officer: Feray Souleiman
Department: Education services
Telephone: 02083593154

Dear Applicant,

Post: SEN Tribunals and Mediations support officer

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

This Information Job Pack gives a full explanation of the role and working for Barnet Education and Learning Service (BELS). We are excited to learn what you can bring to BELS and Barnet's schools and settings. If you are passionate about delivering a high level of service, working in a dynamic and supportive team and making a difference then I encourage you to apply for the post.

If you need assistance, please email the BELS HR Team at: hr.barnetbels@barnet.gov.uk quoting job title.

The closing date for applications – 04/12/2026-midnight
Interviews will be held – 11/12/2026

If you would like to discuss this position on an informal basis, please contact me at: feray.souleiman@barnet.gov.uk

We look forward to receiving an application from you.

Yours faithfully,

Feray Souleiman

Job Title: SEN Tribunals and Mediations support officer
Duration: 24 Months Fixed-Term
Hours: 36 hours per week (1.00 FTE)
Salary: £34,104-£36,693 per annum fully inclusive (pro rata)

CONTEXT AND PURPOSE OF JOB

1. To provide an efficient, effective and timely SEN casework related support function as part of the SEN Assessment and Placements team to support the delivery of a specialised service relating to pupils with SEN.
2. To ensure that the support functions are administered within priorities set by the SEN Casework Manager: Mediation and Tribunals or the Senior SEN Caseworker and promote timely and accurate responses relating to all aspects of disagreement resolution, mediation and appeals.
3. To work closely and collaboratively with the members of the SEN Assessment and Placements team to plan, develop, implement and maintain robust administrative processes to support the functions of the service.

This is an exciting opportunity to join our dynamic, friendly and supportive team that are dedicated to providing a high-quality service to schools and settings.

Successful candidates will be joining a creative and highly skilled team that is well-regarded and valued by schools and services across Barnet. You will benefit from a supportive senior leadership team committed to promoting the wellbeing of staff and work-life balance, ongoing training and development.

If you need assistance, please email the BELS HR Team at: hr.barnetbels@barnet.gov.uk quoting job title.

For an informal discussion about the post, please contact:

Feray Souleiman
02083593154

Closing date for applications: 04/12/2026-midnight
Interview date: 11/12/2026

Barnet Education and Learning Service is 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 are committed to practising in ways that are equitable, anti-racist and culturally responsive and we welcome candidates who share this commitment. We have developed an equity and anti-racism policy which outlines our values and actions in this area including ongoing CPD and offering support to our school

community. Recruitment of a diverse workforce that is representative of the community we serve is part of our ongoing commitment and is embedded in this policy and therefore, we welcome applicants who are underrepresented in our profession.

Section A: Specific Role Profile

PRINCIPAL ACCOUNTABILITIES

1. Provide high quality and pro-active business and organisational support to the SEN Casework Manger: Mediation and Tribunals and the SEN Caseworker, including diary management, word processing, filing, photocopying, handling post, preparing routine and non-routine correspondence, reports, spreadsheets and other documents using ICT based systems, etc as required.

2. In particular ensure tasks are dealt with according to plans and arrangements put in place by SEN Casework Manager: Mediation and Tribunals to ensure that all aspects of disagreement resolution, medication and appeals are managed in line with statutory requirements.

3. Ensure timely and accurate data input to Synergy, checking consistency and coherence with file and any other records, including decision making records.

4. To act at the first contact with parents, education providers, specialist service staff and other professionals in relation to disagreement resolution, mediation and appeals, dealing with enquiries where possible and providing briefings to the SEN Casework Manager: Mediation and Tribunal where appropriate.

5. To manage emails to the senappeals@barnet.gov.uk inbox in an efficient and timely manner, communicating information to the relevant member of staff where actions are required.

6. Ensure files for the cases the post holder is allocated responsibility are well maintained and located according to casework filing standards, roles and responsibilities and as set out in Team Protocols.

7.Ensure all casework records and records of individual pupil contracts are accurate and kept up to date.

8.Inputting into LA database systems and spreadsheet records to provide information and analyse and evaluate data for management purposes. Prepare relevant statistical and management information as directed, including data for local and national performance indicator measures.

9.Organise, administer and attend the weekly SEN Mediation and Tribunals Panel. To include collating required information, preparing and circulating minutes, agendas, document, record and communicate decisions and undertake allocated actions.

10.Have regard to statutory timescales and local performance standards for written correspondence and administration ensuring these are met. Inputting into the relevant monitoring systems to ensure statutory timescales are met and a high standard of database case information is maintained.

11.Maintain records and management information systems ensuring that all data is handled in a confidential and secure manner.

12.Handle a range of queries and provide accurate and timely information to a wide range of clients, parents, schools, outside agencies on statutory requirements and procedures and progress on Tribunal cases.

13.Maintain efficient working relationships with other teams and service areas, e.g.: transport as required, and where their service relates directly to enabling access to education.

14.Take the lead on preparing the Appeal Bundle ensuring a high level of accuracy and attention to detail.

15.Contribute to the planning, development and delivery of the SEN Assessment and Placements team including input to creative suggestions for improvement.

16.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 Barnet safeguarding standards.

Staff Responsibilities

1.To ensure that all personal data is handled in a secure and safe manner and in strict compliance with the Data Protection Act and with Barnet's policies and protocols relating to data handling.

2.To support new members of the team in explaining administrative and procedural processes, protocols and practices in relation to disagreement resolution, mediation and appeals.

3.To work collaboratively across the SEN team ensuring a flexible an approach to changes in work pressure throughout the year

FLEXIBILITY

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. Role is Colindale office based

BELS COMMITMENT TO EQUALITY

1.To deliver the council's commitment to equality of opportunity both in the provision of services and as an employer. All staffs are expected to promote equality in the workplace and in the services the council delivers.

Section B: Person Specification

Essential Qualifications required. Type	Level required
Professional qualifications/memberships	Nonspecific
Education	Educated to GCSE level with passes in English. and Maths or equivalent Highly literate and numerate A degree in Law is desirable

Technical / Knowledge Requirements Type	**Description**
ICT skills	Highly developed and proven ICT skills in use of Microsoft Word, Excel Outlook and 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
Knowledge of and commitment to the adherence to the principles of data protection and safeguarding of sensitive data
Knowledge, experience, understanding and competency in complex administrative systems.
Experience of operating effectively in a pressurised administrative environment with competing deadlines.
Experience of working with other agencies such as health, social care, and education.
Experience of dealing effectively and sensitively with internal and external colleagues, clients, schools, parents, agencies in a highly customer focused manner.

Experience of preparing correspondence, reports and other documentation using Word, excel and other PC based systems in an accurate and competent manner.

Ability to use the appropriate data sources to conduct straightforward research as directed.
Commitment to the safeguarding of the welfare of children and young people.

Problem solving	Highly developed organisational skills, ability to work independently and unsupervised to tight deadlines using own initiative and whilst managing conflicting priorities

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
Ability to provide accurate guidance and information to parents and other stakeholders	
	Attention to detail with a proven record of producing work to high levels of accuracy and quantity standards.

Striving for excellence

Ability to manage a complex workload and meet tight timescales, using ICT skills to support office procedures
Demonstrates a determination, ability and proven experience of successfully delivering a service to demanding targets and objectives
Commitment to embrace the principles of equality in the delivery of the service
Evidence of successfully reviewing and improving an administrative service

Compiled/Reviewed by	Feray Souleiman
Date	12/11/2026

Key Details

Reporting to: SEN Manager-Tribunals and Mediations
Contract: 24 months Fixed Term
Salary Range: £34,104-£36,693
Location: Colindale

Annual Leave
You are entitled to 31 days of annual leave per annum plus the Bank Holidays in the year (this is normally between 7 -10 days). The entitlement would be pro-rated for part timers.

This is a full-time post

BELS is committed to work-life balance. The options may include hybrid working, flexible working, job share and part-time working

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.

Other benefits

You will have access to a range of lifestyle discounts from major retailers, supermarkets, energy suppliers and more. You will also enjoy a range of payroll benefits including cycle to work, eye care vouchers, travel and gym membership.

Employees have access to well- being training programs including confidential employee assistance and an occupational health service.

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

Closing date for applications: 04/12/2026-midnight
Interviews will be held on: 11/12/2026

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) .

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.

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.