

# **Barnet Education and Learning Service**



## **Job Title: Tribunals and Mediations Manager**

**Barnet Education & Learning Service (BELS)**

**Closing date: 15th October- Midnight**

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## Welcome to Barnet Education & Learning Service (BELS)

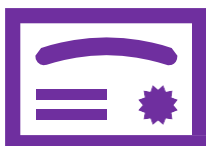
### About Us

<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.

### Our Values and Behaviours



**Contact Officer: Feray Souleiman**  
**Department: SEN Department**  
**Telephone: 02083597007**

Dear Applicant,

**Post: Tribunals and Mediations Manager**

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.

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

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

**The closing date for applications – 15/10/2026- Midnight**  
**Interviews will be held – 20<sup>th</sup> October 2026 at the Colindale offices.**

If you would like to discuss this position on an informal basis, please contact me on 02083597007.

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 Assessments and Placements**  
**Barnet Education and Learning Service**

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**Job Title: TRIBUNALS AND MEDIATIONS MANAGER**  
**Contract Type: Secondment / Fixed Term 24 months-AYR**  
**Hours: 36 hours per week (1.0 FTE) Full Time**  
**Salary: £57,150-£60,393 Per Annum**

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We are seeking to appoint a Tribunals and Mediations Manager. The successful candidate will have primary responsibility for :-

- The daily operational and business needs of the Tribunals and Mediations service within the SEN team.
- You will have the responsibility of supervision of members of staff and be responsible for managing, developing and appraising these members of staff
- In this challenging opportunity you will need experience of Tribunals and Mediations and have excellent management and negotiation skills to support the SEN team to ensure long term sustainability.
- Excellent opportunity to develop particular skills or training provided or challenging role.

Experience and/or knowledge of SEND legislation is essential. In return, you will be offered 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.

For an informal discussion about the post please contact Feray Souleiman, Head of SEN assessments and placements - 02083597007.

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

**Closing date for applications: 15/10/2026- Midnight**

**Interview date: w/commencing 20/10/2026 at the Colindale**

**offices**

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

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

|                          |                                         |
|--------------------------|-----------------------------------------|
| <b>Service:</b>          | <b>Education &amp; Skills</b>           |
| <b>Job Title:</b>        | <b>Tribunals and Mediations Manager</b> |
| <b>Grade and Salary:</b> | <b>41-44</b>                            |
| <b>Reports to:</b>       | <b>Head of Service for SEND</b>         |

### Essential Qualifications required.

| Type                                    | Level required                                                             |
|-----------------------------------------|----------------------------------------------------------------------------|
| Professional qualifications/memberships | Degree level qualification, preferably in an education or legal discipline |
| Education                               | Degree level qualification, preferably in an education or legal discipline |

### Technical / Knowledge Requirements

| Type               | Description                                                                                                                                                                                                                                                                                                                      |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ICT skills         | Competent and confident in the use of standard Microsoft Office products such as Word, Excel, PowerPoint.<br>Proven experience and competency in the effective use of ICT databases and record storage and retrieval systems.<br>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 in a multi-agency environment. Ability to ensure complex new processes are implemented across agencies.                                                                                                                               |

### Role Competencies

| Type                   | Description                                                                                                                                                                                                    |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Knowledge & Experience | Significant knowledge, experience and understanding of the main current developments and statutory position relating to children with special educational needs                                                |
|                        | Thorough knowledge of the main SEN legislation and guidance, particularly the Children and Families Act 2014, the Education Act 1996 and related regulation and guidance, including the SEND Code of Practice. |
|                        | Knowledge and experience of working within the criminal justice system                                                                                                                                         |
|                        | Significant experience of case preparation within a formal legal setting.                                                                                                                                      |
|                        | Significant experience of advocacy in a formal legal setting.                                                                                                                                                  |
|                        | Experience of the work of other agencies including health, social care and others.                                                                                                                             |
| Literacy and written   | Experience of relevant work preferably in a school setting or within a local authority, or equivalent organisation.                                                                                            |
|                        | Ability to draft policy reports covering the work of Tribunals and YOT, make                                                                                                                                   |

|                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| language skills                       | 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 analyse complex reports, and to demonstrate good analytical skills, synthesis, and précis skills                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                       | Ability to draft legally robust submissions for appeals                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Generalising                          | Ability to apply learning and technical aspects from one case to another within wider legal framework                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Emotional intelligence and resilience | <p>Ability to know when to and how to apply a sensitive and objective empathy without compromising the Council.</p> <p>Ability to manage situations of high stress, anxiety and sometimes anger amongst stakeholders, especially parents.</p> <p>Ability to manage effectively manage the pressures of informal and formal legal settings, including the unpredictability of what those pressures may be.</p> <p>Resilience to challenge in a legal context where high levels of challenge are part of the process.</p> <p>Calm and grounded when challenged.</p> |

## 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 represent cases and generally participate effectively at tribunals, case conferences and other forums to secure positive outcomes which make best use of limited resources.                      |
|                               | Well developed inter-personal skills and social communication abilities to be able to sustain a complex discussion with head teachers, parents, young people                                                |
|                               | 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                                                                                              |
|                               | Ability to influence policy and decision making across agencies                                                                                                                                             |
| 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.                                                                                       |
|                               | Able to formulate and implement management plans                                                                                                                                                            |
|                               | Ability to ensure that children and young people and their parents are the focal point for decision making                                                                                                  |
|                               | Ability to provide leadership to the agencies involved in the work with YOT cohorts to ensure the Council's responsibilities are met.                                                                       |
|                               | Ability to ensure statutory criteria for efficiency and cost-                                                                                                                                               |

|                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                         | effectiveness are integrated into advice that informs decisions to be made and actions taken                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                         | Skilled in coaching and mentoring staff through modelling, working alongside and teaching – as part of an approach to secure continuing improvement in casework management and to develop higher level skills across Team members                                                                                                                                                                                                                                                                                                                                                                                   |
| Problem solving         | <p>Ability to analyse complex information quickly, reaching and articulating decisions with clarity, to deliver solutions that command support.</p> <p>Ability to engage those who disagree to secure agreement through explanation, clarifying, knowledge of the law and tactical case management skills</p>                                                                                                                                                                                                                                                                                                       |
| Striving for excellence | <p>Proven record of achievement in delivering:</p> <ul style="list-style-type: none"> <li>• service improvement</li> <li>• logical and effective decision making</li> <li>• high quality, accurate and timely work</li> </ul> <p>Ability to manage a complex workload and meet tight timescales, using ICT skills to support office procedures</p> <p>Demonstrates a determination to provide a quality service and achieve challenging targets</p> <p>Commitment to embrace the principles of equality in the delivery of the service</p>                                                                          |
| Staff management        | <p>Ability to manage directly the workload, performance, and capacity of staff.</p> <p>Proven ability to support the delivery of effective training relating to the role of the job to the whole team.</p> <p>Ability to contribute substantially to the policy of the SEN team.</p>                                                                                                                                                                                                                                                                                                                                |
| Team working            | <p>Ability to provide leadership to and work effectively, flexibly, and constructively with colleagues in a team and make a positive contribution.</p> <p>Ability to work effectively with senior managers, staff, schools, public, external partners and to establish confidence, trust, and credibility.</p> <p>Demonstrable experience of working effectively and participating with other colleagues on an inter-agency basis to ensure an effective response to complex issues</p> <p>Ability to build and nurture good working relationships with colleagues and across a wide range of outside agencies.</p> |
| Safeguarding            | Thorough understanding of the principles of safeguarding and a commitment to improving safeguarding the welfare children and young people.                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Partnership working     | <p>Recognises the importance to the council of active partnership working and embraces partnership working where relevant to deliver services most effectively and efficiently.</p> <p>Ability to design and implement efficient processes for the inter-agency work and individual interventions across Tribunals and YOT.</p> <p>Actively contributes to the creation of an open, and interdependent culture</p> <p>Ability to provide accurate guidance, information, and advice</p>                                                                                                                             |

## CONTEXT AND PURPOSE OF JOB

1. To oversee, negotiate and resolve all complaints, dispute resolution, mediation and tribunal cases and to support other team members in the preparation of cases in respect of dispute resolution, mediation or tribunal.
2. To prepare and present cases at the Special Educational Needs and Disability Tribunal (SENDIST).
3. To provide management and leadership to a team of SEN Caseworkers responsible for a caseload of pupils with SEN, ensuring full compliance with legislative and policy requirements, statutory timescales, prescribed in the Governments Code of Practice and the Councils performance indicators and ensure adequate regular supervision and performance review takes place.
4. To monitor, review Draft and Final EHC plans from caseworkers.
5. To work closely with the Head of Assessment and Placements and managers to achieve consistency in management decisions and methods. Thus, ensuring delivery of a high quality service and the maintenance of a motivated and robust team
6. To be the Manager responsible for Tribunals and lead for young offenders with SEN, including those in custody and on substantial community sentences as well as other complex cases as directed by the Head of Assessment and Placements.
7. Analysis and synthesis of complex reports, to produce summary documents to be used for a range of purposes, most which is to inform decision making on the allocation of additional resourcing and school placement.
3. To write, maintain and amend Education, Health, and Care Plans and through contact with schools and other education providers, and consideration of annual review reports, monitor the arrangement of any special educational provision specified in the statement, in accordance with relevant legislation.
4. Liaising with schools, education settings and parents regarding assessment, placement, support and any other matter of interest or concern to schools and parents that falls within the brief of the SEN Team.
5. To display a genuine commitment to partnership working relationships with parents, pupils, schools, early years' settings, colleges, Children's Service staff and other statutory and voluntary agencies to ensure that the Council's statutory duties for SEN are effectively undertaken, and that parents and providers are confident in the management of the statutory SEN process.
6. Through professional, objective, clear and discrete interactions with parents and professionals, ensure that personal presentation and style recognises that assessment and statementing, and related matters, are often stressful for parents.
7. 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.

## PRINCIPAL ACCOUNTABILITIES

1. To Chair the Tribunals Panel and take responsibility for the cases brought to it and the actions suggested by it.
2. To chair decision making panels including the Complex needs panel when the Head of SEN is unable to do so and in their absence
3. To take the lead on ensuring that the SEN Assessment and Placements team fulfils its statutory duties to children and young people in custody.
4. 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.

#### Relationships and contact stakeholders and partners

5. 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.
6. Establish and sustain strong working links with the Youth Offending Team, ensuring a high level of vigilance in monitoring the special educational provision for young offenders with SEN. Design and implement new processes to ensure efficient joint working about SEN assessment.
7. Develop and maintain high quality relationships with internal and external agencies and partners.
8. Provide training, information, guidance, and advice as required on statutory procedures to parents, schools, and other parties. Represent the SEN Team at events organised to provide information sharing and/or training with other agencies related to the SEN Code of Practice, legislation and relevant practice and procedures within Barnet within the Tribunal and Mediation forum.

#### Casework Management

9. To undertake all tasks associated with disagreement resolution, mediation and appeals for nominated cases.
10. Supported by SEN Support Officers, ensure that pupil files and all necessary casework records are accurate, kept up-to-date and are filed and stored securely, for those cases for which the post holder is responsible.
11. 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.
12. Ensure relevant statistical and management information is organised and available, including the allocation of different amounts and types of resources to EHCPs.
13. 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.

#### **Staff Responsibilities**

1. To manage directly the SEN Tribunals Support Officer and caseworkers.
2. Work collaboratively and jointly with other SEN Casework Officers, adopting different and complementary roles in the operation and delivery of whole Teamwork processes.
3. To lead on induction and training on disagreement resolution, mediation, and appeals.

## **FLEXIBILITY**

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.

## **BELS COMMITMENT TO EQUALITY**

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

|                             |                 |
|-----------------------------|-----------------|
| <b>Compiled/Reviewed by</b> | Feray Souleiman |
| <b>Date</b>                 | 29/09/2026      |

### Key Details

**Reporting to:** Head of SEN Assessment and Placements  
**Contract:** Secondment/Fixed Term 24 months-All year round  
**Salary Range:** £57,150-£60,393 Per Annum  
**Hours:** 36 hours per week (1.0 FTE) Full Time  
**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.

### Flexible and Hybrid Working

This is a full-time/part-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:** 15/10/2026- Midnight

**Interviews will be held on:** 20/10/2026

### 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://www.bels.org.uk/Recruitment|BarnetEducation&LearningService|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.

To apply for this post, please visit: [Search Jobs - BELS External Career Site Careers](#)

If you need assistance, please email the BELS HR Team at: [hr.barnetbels@barnet.gov.uk](mailto: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.