London Borough of Redbridge

Education and SEND

Senior Manager Therapies
Job Description and Person Specification

June 2026

Job Description

Job Title:	Senior Manager Therapies
Department:	Children's Services
Function:	Education and SEND
Team:	Redbridge Therapy Service
Post number:	
Grade:	TBC
Hours/weeks: *E.g. 36 hours/52.14 weeks*	Full time
Base location:	Flexible across LBR buildings/offices
Reports to: *Job title*	Head of Service SEND
Responsible for: *Job titles of direct reports*	*SALT team manager* *OT team manager* *Business support assistant*

Role purpose and role dimensions: *Overview of the job*	The LBR Therapies team directly currently provides statutory SALT and OT to children and young people in educational settings in Redbridge. You will provide clinical and managerial leadership to the two teams which inspires, motivates, and empowers therapists in the delivery of excellent service provision. You will be responsible for the strategic development of the service with regards to the new SEND Reforms, including Experts at Hand. You will co-ordinate the various therapy services within Redbridge Special Schools, in liaison with the SEND Commissioner. Ensuring effective clinical oversight and evidence-based practice is in place. You will be responsible for the day-to-day operational service planning and delivery of services. You will ensure statutory therapeutic provision is held to a high standard, working within legal frameworks. You will be responsible, in liaison with the SEND Commissioner, for oversight and scrutiny of packages of therapy commissioned by Redbridge from independent therapy providers. This will include ensuring value for money, and quality assurance/ outcomes for children and young people. You will lead the development and delivery of innovative service improvements focussed on improving quality of care and outcomes through effective data capturing and audits. You will be committed to the ongoing developments of your staff by establishing transparent career pathways, so staff know what they need to do to progress and aligning progression with performance outcomes. Your Career Progression Framework will be closely linked to professional standards from the Health and Care Professional Council Standards (HCPC). You will provide regular supervision and line management for the Senior Therapy staff within the service and staff in special schools and ARPs. This will ensure effective practice, reflection and career development. Enabling participation in programmes of training and associated work experience for progression. You will be committed to working closely with the Senior Leaders in Special Schools and ARPs to support the development of the therapeutic provision and ensure clinical oversight of the Therapists within those provisions. You will be responsible for oversight of the therapy component for any cases in the mediation / Tribunal arena. This will include representation at Tribunals and regional/national meetings. You will support the team and services by providing innovative leadership to promote the SLT / OT professions across Redbridge to ensure an integrated service. You will assist with overall responsibility within the team for care/support planning and review of children's EHCPs, their families and schools. You will meet regularly with special school and ARP Senior leaders to support them with the management and on-going developments of these services. You will ensure that your service provides good value for money, and you will be expected to monitor it in terms of statutory compliance and qualitative outcomes. You will use this data to forecast and plan your workforce accordingly. You will liaise regularly with commissioning and finance colleagues to review budgets and future funding.

	You will regularly liaise with colleagues in the NHS and social care to ensure services are fit for purpose and build business cases for additional services where required with robust evidence. You will also be part of the education and SEND management team. You will be a core member of the SEND Panel and will attend weekly. You will be a core member of the Quality Assurance process for EHCP Audits. This Job Description is a guide to the level and range of responsibilities the post holder will be expected to undertake. It is neither exhaustive nor inclusive and may be subject to changes to meet legislative requirements in relation to SEND legislation, changing circumstances and business demands of the service. You are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of your role description as required by the line manager, which are broadly commensurate with the job level and scope of competence. These duties will be subject to regular appraisal, and any amendments will be made in consultation and agreement with the post holder.
Key external contacts: *Organisations*	Children and young people School staff (mainstream and special) NHS colleagues Special school therapists and staff Families Independent therapists commissioned for out of borough contracts. ICB colleagues
Key internal contacts: *Job titles or groups of staff*	Education and SEND Team managers and staff Early Years' Advisory Service SEND Assessment team Educational Psychologists Specialist Teachers (SENDATs) Tribunal Team Corporate Complaints team and Education Complaints Officer
Financial dimensions: *Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.*	Although there is no direct budgetary responsibility, the overall budget for the service (including special schools) is in the region of £3.3 million. This is subject to change due to SEND Reforms. This is made up almost entirely of staffing costs.
Key areas for decision making:	To direct the work of staff Development of policies, practices and procedures Individual case management Strategic planning for the team Monitoring statutory compliance and forecasting Ensure SEND Legislation is adhered to.
Other considerations: *E.g. working patterns*	The council provides a competitive pay package which is in line with the NHS Agenda for Change pay scale. You may be required to work at any council site and adopt a flexible and agile work approach in the delivery of the service. This may include working twilight hours for training, management meetings, parent forums, depending on the needs and development of the service

Key accountabilities and result areas:	Key elements:
Staff Management/Leadership	This will involve: • Be responsible for the day-to-day operational management of the service • Lead, direct, inspire and motivate others to deliver best practice and to continually improve standards in line with the evidence base and national guidelines • Guide, help and support in all relevant learning and development activities and other opportunities for continuous professional development. To take responsibility for participating in up-to-date safeguarding training on a regular basis. • Able to set stretching and challenging goals in area of responsibility • To allocate duties to and supervise staff reporting to you. • To provide management, supervision, mentoring, advice, and support to therapists in your team • To lead with the collation and development of therapy service information including data on all key performance indicators, evaluation of service needs, feedback from service users, workforce planning and service redesign • To demonstrate advanced skills in dealing with complex issues including excellent prioritisation, communication, and time management skills • To implement and understand the services complaints procedure, to deescalate and manage initial complaints from families, carers and other professionals
Service Development	This will involve: • Keep up to date with evidence informed practice about what is most effective in Speech and Language Therapy and Occupational Therapy • Ensure that all activities are carried out in accordance with relevant legislation and comply with all local and national policies, protocols, and guidance. • Comply with the Data Protection Act and ensure compliance with all local information governance requirements. • Carry out appropriate administrative tasks in support of the work including maintaining records, preparing statistical returns and completing internal documentation. • Attend all relevant internal meetings and represent the team at external meetings as required. Contribute to the review and achievement of the set targets in local and corporate plans • To lead on service development particularly in relation to the SEND reforms and Experts at Hand. • To be able to review and reflect on own practice and performance • Building business cases for new services and projects • Ensuring robust outcome measures are in place for all services
Developing and maintaining appropriate policies and procedures	This will involve: • Development of policies for the delivery of services • Monitoring the impact of interventions and making changes as necessary • Maintaining appropriate records, including data • Producing management reports as necessary • Developing a CPD plan for service development • Maintaining a staff log of competencies and career progression for staff

Internal and political management	This will involve: • Ensuring that your managers are kept apprised of any key issues • Providing reports to senior officers and members as requested
Communication	This will involve: • Develop and maintain communication with people on complex matters, issues, and ideas and/or in complex situations. • Takes a proactive role in producing accurate and complete records of the communication consistent with legislation, policies and procedures • To deal with complaints sensitively, avoiding escalation where possible
Clinical Care	This will involve: • Lead on the provision of services to children in mainstream schools • Monitor provision of services to children in special schools and hold to account through robust key performance indicators and reviews of Service Level Agreements • To be responsible for establishing innovative practices through clinical leadership whilst ensuring optimum use of human and material resources. • To provide management, clinical support, supervision, advice and second opinions to more junior colleagues, and specialist training for other professionals. • Develop and maintain the skills and knowledge required of a clinical lead and head of service
Service Improvement	This will involve: • Discusses and agrees with the work team the implications of direction, policies and strategies on their current practice, the changes that they can make as a team, the changes s/he can make as an individual and how to take the changes forward • Use specialist knowledge to inform service/policy developments as appropriate
Analysis and data management	This will involve: • To target training (formal and informal) appropriately to the needs of participants and to reflect on and evaluate training provided. • To use relevant IT system(s) to accurately record activity and prepare data analysis to present to senior managers and stakeholders
Freedom to Act	This will involve: • To be accountable for own professional action and recognise own professional boundaries, seeking advice as appropriate. • To work within defined departmental and national protocols/policies and professional code of conduct. • To work independently accessing appraisal within an Individual Performance Framework at pre-determined intervals. • To refer the children and young people under the care of your service to other services as appropriate.
General accountabilities and responsibilities	

Green Statement	This will involve: ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. Demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	This will involve: ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	This will involve: ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	This will involve: ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.
Equalities	This will involve: ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	This will involve: ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.

To contribute as an effective and collaborative member of the team	This will involve: ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation, and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time, you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Head of Therapies		
	Method of candidate assessment: A = Application form I = Interview T = Test. *Weighting: 3 = most important, 2 = least important*	A - I – T	Weighting
Minimum education/ qualifications:	Completion of RCSLT or RCOT accredited BSc; MSc or PGDip.	A	E
	Member of Health and Care Professions Council (HCPC).	A	E
	Member of Royal College of Speech and Language Therapists (RCSLT) or Royal College of Occupational Therapist (RCOT).	A	E
	Leadership or Management Training	A	D

Minimum experience/ knowledge/ skills:	Extensive experience post qualification with evidenced experience at senior level, working autonomously as a clinician in the service area of school aged children in a variety of different settings	A	E
	Experience of supervising qualified therapy staff	A/I	E
	Knowledge and skills of full range of speech, language and communication, and occupational difficulties seen in this client group.	A/I	D
	Post Graduate courses in specific clinical areas to support work and leadership.	I	D
	Experience of using clinical governance framework to monitor and improve quality	I	E
	Experience in Speech and Language Therapy / Occupational Therapy for children, which may include those with ● Developmental Language Disorders ● Cerebral Palsy ● Speech sound delay / disorders ● Autism Spectrum Disorders ● Dysfluency ● Alternative/augmentative communication	I	E
	Provision of therapy on a collaborative basis with education staff.	I	D
	Working in a multidisciplinary team.	I	E
	Skills in presentation and training in both formal and informal	I	E
	Ability to mentor, coach and support staff and colleagues	I	D
	Advanced computer skills	I	D
Minimum competencies: Customer focus	Supporting patients, families, and carers in dealing with the impact of communication and difficulties.	I	E
Communicating and influencing	Ability to persuade and influence others. Ability to adapt communication styles to interact with a range of audiences effectively and relevantly including other professionals, parents, young people, etc.	I	E
Building relationships, working together and in partnership	Collaborative approach. Able to work with class teachers, school leaders and governors and any representative for the CYP Proactive approach to problem solving, involving all parties in decision making to support identified children and young people.	A/I	E
Respecting & implementing diversity			

Planning, organising & achieving results	Evidence of delivering service improvement in an educational context.	I	D
Embracing change	Creative and flexible approach. Evidence of changing and adapting approaches in light of events	I	D
For those with managerial responsibility Leadership	Establishes a culture of teamwork and cooperation Able to influence and persuade within own team and senior colleagues	I	E
Managing and developing people	Recruit Train and develop a skilled team of SALT and OTs Conduct regular performance reviews, provide constrictive feedback and identify opportunities for professional growth	I	E
Special conditions:	Flexible work patterns are available The post holder will be expected to work and attend regular management meetings on site, face to face This post may require the post holder to travel and work beyond the Borough To undertake any other duty reasonably assigned by their line Manager.		
Signature of Employee:	Name:	Date:	