

Job Description

Directorate:	Education, Culture and Skills		
Service:	Policy, Commissioning and Children's Health		
Location:	County Hall / Hybrid		
Salary range:	£29,071-£33,119	Grade:	6
Reports to:	Access to Resource Team (ART) Brokerage Manager	Staff responsible for:	

Job purpose and scope

The Children's Placement / Brokerage Officer is responsible for supporting the sourcing and coordination of external placements, including Independent and Non-Maintained Special School (INMSS) provision, for children coming into care, children already in care, care leavers, and children and young people with Special Educational Needs and Disabilities (SEND) who have varying and complex needs.

Referrals to the Placements / Brokerage Team are received from operational teams, including the Inclusion Service and other case professionals. The post holder works within established commissioning frameworks, procedures, and approval routes to progress placement requests.

The role supports assurance that placements sourced:

- Are appropriate to meet identified needs
- Are of suitable quality to support agreed outcomes
- Represent best value for money, in line with agreed commissioning arrangements

Performance Indicators

- Quality of advice/service against legal, safety and best practice standards
- Achievement of relevant service targets
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer and stakeholder feedback
- Leading Lancashire Framework

The Lancashire Mindset

Here at Lancashire County Council, we are helping to make Lancashire the best place to live, work, visit, and prosper. To help us achieve this, we have introduced the Lancashire Mindset: Growth, Ownership, Optimism, and Positive Impact. Adopting this mindset across the entire organisation not only brings our values to life but also emphasises the collective commitment to delivering the best for the people of Lancashire.

The Lancashire Mindset serves as a guiding force for a culture rooted in growth, ownership, optimism, and the commitment to making a meaningful positive impact.



Accountabilities/Responsibilities

- Receive and progress placement requests from operational teams, including the Inclusion Service and other case professionals, in line with agreed procedures and timescales.
- Source external placements, including Independent and Non-Maintained Special Schools (INMSS) and other commissioned provision, using existing frameworks, contracts, and approved provider lists.
- Develop and maintain effective working relationships with operational teams, including the Inclusion Service and other case professionals and provider placement-finding teams to support timely placement sourcing.
- Build and maintain a working knowledge of SEND education and support systems, including IMNSS, Education Other Than at School (EOTAS) and Alternative Provision (AP), to support the delivery of statutory duties, including an understanding of availability and service models.

Other

- **Equal Opportunities**
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety**
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

- **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- A relevant qualification at Level 3 or above, or equivalent relevant experience, in a discipline related to children's services, education, SEND, social care, commissioning, brokerage, or contract administration.
- Evidence of ongoing learning or development relevant to the role (for example through training, workplace learning, or professional development).

Experience

- Experience of communicating effectively with colleagues, service users, providers, and other stakeholders using a range of methods (e.g. telephone, email, written correspondence), including dealing with more complex or sensitive enquiries.
- Experience of working independently as part of a team to deliver measurable outcomes, managing an allocated workload and contributing to team performance targets.
- Experience of using a range of ICT systems and applications, including databases and Microsoft Office, to accurately record, manage, and analyse information.
- Experience of applying principles of problem-solving to a range of operational issues, identifying solutions within agreed frameworks and escalating more complex matters appropriately.
- Experience of working within a health, social care, education, or children's services environment, supporting vulnerable individuals or service users.
- Experience of collating, interpreting, and analysing data or management information to support service delivery, identify trends, or highlight issues.

Essential knowledge, skills & abilities

- Working knowledge of children's services, SEND and/or social care systems, including how placements and support services are accessed through agreed processes.
- Understanding of the range of placement options and services available to meet assessed needs, including fostering, residential, education and SAIL provision.
- Awareness of safeguarding responsibilities and the importance of escalating concerns in line with statutory guidance and local procedures.
- Understanding of the importance of quality, suitability, and value for money when sourcing placements and services.
- Awareness of commissioning, brokerage and approval processes, operating within established frameworks and procedures.
- Ability to communicate clearly, calmly and professionally with social workers, providers, colleagues, using a range of methods (telephone, email, written).

- Ability to build effective working relationships with providers and internal teams to progress placement finding activity.
- Ability to listen carefully, gather, interpret and present information to support placement decisions.
- Ability to apply sound judgement within agreed frameworks, recognising suitability, risks and constraints, and knowing when to escalate.
- Ability to manage an allocated workload independently, prioritising tasks and meeting non-negotiable timescales.
- Ability to work under pressure, particularly during urgent placement activity, while maintaining accuracy and professionalism.
- Ability to identify problems or barriers to placement finding and apply practical solutions within established procedures.
- Ability to escalate complex or high-risk issues appropriately.
- Ability to use ICT systems confidently, including case management systems, databases and Microsoft Office, to record actions accurately.
- Awareness of safeguarding responsibilities and the ability to recognise concerns and escalate them in line with statutory guidance and local procedures.
- Ability to work collaboratively as part of a team, supporting colleagues and contributing to shared objectives.
- Demonstrates professional integrity, confidentiality and accountability in day-to-day practice.

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.
- This is an essential car user post*
You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive