Job description

Job title: Dorset Expertise Delivery Officer Experts at Hand)
Grade: 11
Job evaluation reference:
Job family: Education and Youth

Purpose and impact

The Dorset Expertise Delivery Officer will play a key role in coordinating and delivering Dorset's Expertise Offer (Experts at Hand) across localities.

Working collaboratively with Educational Psychologists, Speech and Language Therapists, Occupational Therapists, Specialist Teachers, SEND Leads, health professionals and educational settings, the postholder will coordinate, triage and broker access to specialist expertise, ensuring support is targeted where it will have the greatest impact.

The role will act as the operational link between educational settings and specialist practitioners, supporting a proactive and graduated approach to mainstream inclusion. The postholder will monitor demand, coordinate the deployment of resources, identify emerging needs and contribute to the ongoing development and continuous improvement of Dorset's Expertise Offer.

Through effective coordination of expertise and resources, the role will strengthen the capacity and confidence of mainstream educational settings, including early years providers, schools and colleges, to meet a wider range of needs. By facilitating early intervention, specialist advice and partnership working, the postholder will support settings to improve mainstream inclusive practice and achieve better outcomes for children and young people with Special Educational Needs and Disabilities (SEND), helping to reduce the need for escalation to specialist provision and statutory processes.

Key responsibilities

Locality Co-ordination

- Co-ordinate the delivery of Dorset's Expertise Offer within allocated localities.
- Act as a key point of contact for educational settings and partner agencies accessing the offer.
- Facilitate effective communication and collaboration between specialist practitioners and educational settings.
- Support locality planning and resource allocation to ensure provision reflects emerging needs and priorities.
- Promote consistency of delivery and equitable access to expertise across Dorset.
- Monitor locality activity and emerging needs to inform planning and delivery.

Triage and Brokerage

- Promote and facilitate access to the offer across mainstream educational settings.
- Receive, review and coordinate requests for support through agreed referral and triage processes.



- Work collaboratively with specialist practitioners to determine the most appropriate response to requests for support.
- Coordinate the deployment of expertise and resources to maximise impact and efficiency.
- Monitor demand and engagement to identify trends, pressures and gaps in provision.
- Escalate safeguarding, operational or capacity concerns in accordance with agreed procedures.

Partnership Working

- Build effective relationships with educational settings, health partners and wider stakeholders.
- Support multi-agency planning and collaborative problem-solving to address barriers to inclusion.
- Represent Dorset's Expertise Offer at locality meetings, networks and partnership forums.
- Facilitate effective joint working between educational settings and professionals delivering the offer to improve outcomes for children and young people with SEND.
- Promote a shared understanding of inclusive practice across partner organisations.

Performance, Quality and Impact

- Maintain accurate records and management information systems to support service delivery and reporting.
- Monitor activity, outcomes and impact measures associated with the offer.
- Produce reports, briefings and performance information for locality, programme and governance groups.
- Support evaluation activities and quality assurance processes.
- Contribute to the development and review of policies, processes and operational guidance.
- Identify and escalate emerging risks, capacity issues and barriers to delivery.

Service Development

- Identify opportunities for improvement, innovation and greater effectiveness within the offer.
- Support the implementation of Dorset SEND Reform priorities and associated work programmes.
- Contribute to workforce development activities, including the dissemination of best practice.
- Champion inclusive practice within mainstream educational settings.
- Contribute to the ongoing development of the offer in response to feedback and emerging needs.

Safeguarding

- Promote and safeguard the welfare of children and young people.
- Ensure Dorset Council safeguarding policies and procedures are followed at all times.
- Escalate concerns appropriately and maintain effective multi-agency communication.



NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Principal Lead – SEND Reform Programme
Responsibility for:

- Coordination of locality delivery activities.
- Matrix coordination of multidisciplinary practitioners contributing to the offer.
- Quality assurance of locality processes and data.
- No direct line management responsibility (unless agreed within final operating model).

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	**Assessed through:**
1. Degree level qualification or equivalent professional experience.	Application form
2. Evidence of continuing professional development.	Application form
3. Relevant safeguarding training.	Application form
Experience	
4. Experience of working within Education, SEND, health or Children's Services	Application form
5. Experience of co-ordinating multi-agency services or programmes.	Application form
6. Experience of working with schools and educational settings.	Application form
7. Experience of managing complex stakeholder relationships.	Application form
8. Experience of analysing information and producing reports.	Application form
9. Experience of supporting service improvement activity.	Application form
Skills, abilities & knowledge	
10. Strong understanding of SEND legislation, guidance and inclusive practice.	Interview Assessment
11. Understanding of the graduated response and ordinarily available provision.	Interview Assessment
12. Knowledge of the education, health and care system.	Interview Assessment
13. Excellent communication and relationship-management skills	Interview Assessment
14. Ability to influence and engage partners without direct management authority.	Interview Assessment
15. Ability to analyse information, identify trends and propose solutions.	Interview Assessment
16. Ability to manage competing priorities and work independently	Interview Assessment
17. Strong digital, information management and reporting skills.	Interview Assessment



Our values	
18. Respect	Interview Assessment
19. Together	Interview Assessment
20. Accountability	Interview Assessment
21. Openness	Interview Assessment
22. Curiosity	Interview Assessment
Other	

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	**Assessed through:**
23. Knowledge of Dorset's SEND Strategy and Reform Programme	Application form
Experience	
24. Experience of triage, brokerage or allocation processes.	Application form
25. Experience of commissioning, service planning or performance management	Application form
26. Experience of project or programme delivery	Application form
Skills, abilities and Knowledge	
27. An understanding of educational psychology, speech and language, occupational therapy or specialist teaching services.	Application form Interview Assessment
Other	

Approval

Manager's job title: Corporate Director for Education and Learning
Date: 06/08/2026

