

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: Children's Services

POSTHOLDER

SECTION: Inclusion, Learning and Achievement

GRADE: Soulbury B 9-11

POST DESIGNATION (TITLE): Deputy Principal Educational Psychologist

Purpose of Job:

To support the Principal Educational Psychologist in leading the Educational Psychology and Wellbeing Service (EPWS).

- i) Support the Principal Educational Psychologist in the strategic leadership of the Educational Psychology and Wellbeing Service (EPWS), with specific responsibility for the operational management, day-to-day functioning and delivery of high-quality, evidence-based psychological services across the borough.
- ii) Contribute to improving outcomes for all children and young people in the Royal Borough of Greenwich, particularly those with special educational needs, those at risk of exclusion, and those experiencing barriers to learning, social development or emotional wellbeing.
- iii) Provide senior professional leadership across the service, supporting workforce development, service planning, and high-quality operational delivery, ensuring that the service functions in a coherent, efficient and coordinated way.
- iv) Apply psychology in practice with schools, early years settings, families and internal and external partners; and to model excellence in casework, consultation, supervision and service development.
- v) Lead and model anti-racist, anti-discriminatory and culturally competent practice across the EPWS, aligning with council-wide initiatives and reducing disproportionality in outcomes for children and young people.
- vi) Maintain up-to-date knowledge of national policy, legislation and developments in Educational Psychology and SEND, and to use this to inform operational decision-making and service delivery.

Manages and/or provides clinical supervision for up to 8 directly managed staff.
Manages up to 4 indirectly managed consultancy/contracting staff.

Main Duties:

- 1) To provide day-to-day operational management of the EPWS, ensuring efficient deployment of staff, appropriate prioritisation of work, and delivery of high-quality services across statutory, traded and early intervention pathways.

- 2) To ensure the service's operational processes, systems and procedures run effectively, including case and school allocation, duty systems, quality assurance processes, workflow management and key performance indicators.
- 3) To oversee operational quality assurance processes, including audit, learning reviews and monitoring of statutory timeliness, ensuring consistent high-quality practice across the service and contributing to a culture of continuous improvement and accountability.
- 4) To oversee the monitoring of service demand, capacity, and performance, advising the Principal EP proactively on risks, pressures and service solutions.
- 5) To support the operational oversight of traded services, ensuring delivery meets service standards and contributes to income targets. In collaboration with the Principal EP, to lead on the management of complaints relating to the EPWS, ensuring timely, transparent and proportionate resolution, identifying service-wide themes or risks, and driving operational improvements to enhance service reliability, customer experience and professional standards.
- 6) To be accountable, through the Principal EP, for line-managing a designated group of Senior EPs, EPs, Trainee EPs, Assistant EPs and other colleagues. This includes induction and probation; performance and capability monitoring; sickness absence management; workload and wellbeing oversight; annual leave monitoring; and liaison with HR on employment processes. The role will also include leading on or supporting Senior EPs to navigate complex staffing issues, and ensuring workforce wellbeing, capacity planning and operational resilience.
- 7) To provide clinical supervision to a designated group of practitioners, ensuring high-quality evidence-based practice and offering supervision cover as required.
- 8) To support the professional development of colleagues through mentoring, modelling good practice, and developing specialist practice areas within the service.
- 9) In association with the Principal EP, to lead the development of service policy, operational procedures and practice frameworks in response to national and local priorities, legislation and developments within the profession; and to lead the operational implementation of service development initiatives, translating strategic direction and legislative changes into operational practice, and ensuring that systems, processes and staff practice are aligned with emerging priorities and national standards.
- 10) To contribute to review and interpretation of national priority developments, particularly in relation to SEND, mental health and inclusion, and translate these into operational practice.
- 11) To support the development, implementation and monitoring of the EPWS Business Plan, CPD programme and quality assurance arrangements.
- 12) To lead specific service development projects or specialisms, in line with service and organisational priorities (e.g. SEND reforms, SEMH, early years, preparation for adulthood, anti-racism strategy).
- 13) To promote and model joined-up working with other Children's Services teams and partner agencies including schools, health, social care and voluntary sector organisations.
- 14) To contribute to multi-agency planning, decision-making and casework, offering senior EP input and supporting system-wide approaches to meeting the needs of vulnerable children and families.
- 15) To provide senior oversight of complex and high-risk casework across the service.
- 16) To provide statutory psychological advice for Education, Health and Care Needs Assessments under the Children and Families Act (2014), and to oversee the operational delivery, timeliness and quality of statutory work across the EPWS,

ensuring consistency, compliance and senior input into complex or contentious cases.

- 17) To prepare reports and represent the service at First Tier Tribunal as required, taking a lead role in the most complex, high-risk or contentious cases. This includes providing senior psychological formulation and analysis, coordinating multi-agency contributions, supporting colleagues preparing for Tribunal, and ensuring that the service's statutory responsibilities are fulfilled to a high standard.
- 18) To support colleagues undertaking complex casework through consultation, supervision and modelling of best practice.
- 19) To lead or contribute to monitoring, evaluation and internal audit processes, ensuring consistency, rigour and high professional standards across the service.
- 20) To respond to and manage complaints relating to the EPWS in accordance with Council procedures, ensuring timely resolution, trend analysis and service improvement.
- 21) To support the Principal EP in ensuring compliance with the Quality Standards for Educational Psychology Services and the BPS and HCPC professional frameworks.
- 22) To lead and embed anti-racist, anti-discriminatory and culturally competent practice across the EPWS, ensuring that operational procedures, clinical practice, assessments and service pathways promote equity, challenge disproportionality and align with council-wide anti-racism commitments.
- 23) To identify and challenge disproportionality in outcomes and access, working with colleagues, partners and services to promote equitable approaches.
- 24) To participate in clinical supervision, line management and Professional Development Conversations (PDCs) in accordance with service policy.
- 25) Lead the operational coordination of critical incident responses, deploying staff, ensuring consistent application of protocols and offering senior clinical oversight for complex events.
- 26) To deputise fully for the Principal EP as required, assuming operational leadership responsibilities across the EPWS, supporting strategic decision-making, and ensuring continuity of service quality, performance and organisational presence.
- 27) To maintain accurate, timely and compliant written and electronic records in line with service policies, including ensuring that calendars, case notes, reports and communications are updated in real time. This includes using digital tools, communication systems and case management platforms effectively, complying with service expectations for responsiveness and information sharing.
- 28) To manage time effectively, attend appointments punctually, and be present in the office as required by service protocols to support visibility, collaboration and team functioning.
- 29) To ensure visibility and transparency of work by maintaining an accurate Outlook calendar and updating scheduling information in accordance with service protocols.
- 30) To follow safeguarding procedures rigorously, ensuring prompt escalation of concerns and accurate recording of actions.
- 31) To undertake CPD as required to maintain HCPC registration.
- 32) To work within the British Psychological Society Code of Ethics and Conduct and the Quality Standards for Educational Psychology Services.
- 33) To undertake any other work appropriate to the level and general nature of the post's duties.
- 34) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.

- 35) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- 36) To perform all duties in line with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- 37) To ensure that appropriate levels of emergency planning and business continuity management preparedness are in place for the service, and that your teams are appropriately briefed on their roles in an emergency.
- 38) To be responsible for undertaking employee investigations, hearings and appeals in line with the RBG policies and procedures.
- 39) Responsible for providing mentoring opportunities to junior staff (e.g. graduates, apprentices etc.)
- 40) This post requires an Enhanced DBS with children's and adult's barred list and will be supported by Safer Recruitment tools.
- 41) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the Post to which the Post-Holder normally reports to: Principal Educational Psychologist