NUDGE

EDUCATION

JOB DESCRIPTION

DETAILS OF ROLE	
Area of Organisation	Service Delivery
Location	Regional, with travel required
Team	Regional
Job Title	Assistant Regional Lead
Hours of Work	37.5 per week full time
Salary	In accordance with ARL pay structure
Responsible for	Line management of allocated salaried Practitioners and quality oversight and support of allocated flexi Practitioners, within agreed organisational arrangements

Role Purpose
To support the delivery of safe, effective and high-quality education and intervention services across an allocated region, ensuring that Practitioners are appropriately supported, service standards are maintained and young people receive individualised interventions that respond to their needs and circumstances. The Assistant Regional Lead plays a key role in practitioner management, professional support, quality assurance, initial assessments and regional service delivery. Working closely with the Regional Lead and wider Nudge Education teams, the ARL contributes to the consistent delivery of interventions, the identification and management of concerns, and the ongoing development of practitioner practice.

The role involves formal line management responsibilities for salaried Practitioners, alongside appropriate quality assurance, guidance and professional support for flexi Practitioners, recognising the different contractual arrangements that apply.

Assistant Regional Leads are expected to use professional judgement, build positive working relationships, identify and escalate concerns appropriately, and contribute to a connected, skilled and effective practitioner network.

Main Accountabilities

1. Practitioner Management, Support and Development

- Provide appropriate management, guidance and professional support to an allocated group of Practitioners, recognising the different contractual arrangements for salaried and flexi Practitioners.
- Undertake formal line management responsibilities for salaried Practitioners, including regular 1:1s, supervision, probation and performance reviews, absence and wellbeing management, return-to-work meetings, relevant employee risk assessments and professional development planning, in accordance with organisational policies and agreed timescales.
- Support flexi Practitioners through appropriate professional guidance, quality assurance activity and feedback relating to intervention delivery and agreed service standards.
- Identify concerns relating to practitioner conduct, quality, capability, wellbeing or professional practice and ensure these are addressed or escalated through the appropriate organisational processes.
- Work collaboratively with the Regional Lead and HR to ensure that practitioner management and support arrangements are appropriate, consistent and aligned with contractual requirements.
- Contribute to practitioner induction and onboarding, ensuring Practitioners understand relevant service standards, safeguarding expectations and operational requirements.
- Identify learning and development needs through practitioner engagement, quality assurance activity and service delivery trends.
- Support or coordinate relevant training, coaching and professional development opportunities to strengthen practitioner practice.

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2. Quality Assurance and Service Standards

- Support the Regional Lead in maintaining high standards of intervention delivery across the region.
- Plan and undertake quality visits and intervention observations to evaluate the safety, effectiveness and quality of practitioner delivery.
- Review practitioner practice against agreed service standards, including safeguarding, professional boundaries, intervention planning, engagement and the achievement of agreed outcomes.
- Review the quality and accuracy of practitioner documentation, including session records, risk assessments, intervention plans and reports, as appropriate.
- Work collaboratively with Education Intervention Coordinators to support the assessment and ongoing monitoring of intervention quality, sharing relevant observations, practitioner feedback and quality assurance findings to inform intervention quality ratings.
- Provide constructive, proportionate and evidence-based feedback to Practitioners, recognising their contractual arrangements and the purpose of the quality assurance activity.
- Identify and prioritise Practitioners or interventions requiring additional quality assurance or support, undertake appropriate Practitioner Support Reviews and ensure identified actions are followed up within agreed timescales.
- Consider feedback from young people, families, commissioners and other relevant stakeholders when evaluating the quality of intervention delivery.
- Identify patterns, emerging concerns and opportunities for improvement, sharing relevant findings with the Regional Lead and wider teams.
- Ensure concerns relating to the quality or safety of flexi practitioner delivery are managed through appropriate quality assurance and contractual processes rather than automatically applying formal employee performance management procedures.
- Contribute to continuous improvement in the quality, consistency and effectiveness of services delivered to young people.

3. Initial Assessments and Intervention Support

- Plan, coordinate and undertake Initial Assessments for young people referred to Nudge Education, in accordance with agreed service requirements and timescales.

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- Gather and consider relevant information about each young person's circumstances, educational experiences, needs, strengths, interests, risks and barriers to engagement.
- Engage appropriately with young people, parents and carers, commissioners and other professionals to develop a clear understanding of the young person's needs.
- Complete accurate, individualised and high-quality assessment documentation, including Pen Portraits and relevant risk assessments.
- Identify appropriate approaches to intervention delivery that reflect the young person's presentation, circumstances and agreed outcomes.
- Recognise safeguarding, welfare and risk management concerns arising during the assessment process and escalate these appropriately.
- Work collaboratively with Education Intervention Coordinators, Regional Leads and other relevant teams to support effective intervention planning and commencement.
- Provide appropriate operational guidance and support where interventions present additional complexity, delivery challenges or emerging concerns.

4. Regional Connectivity, Recruitment and Growth

- Support the Regional Lead in developing and maintaining a connected, engaged and appropriately skilled regional practitioner network.
- Contribute to the planning and delivery of regional connectivity activities, practitioner engagement opportunities and relevant professional development events.
- Maintain positive and professional relationships with Practitioners, promoting collaboration, communication and a shared commitment to Nudge Education's values and service standards.
- Participate in practitioner recruitment activities, including interviews and relevant selection processes, in accordance with organisational requirements.
- Maintain accurate and up-to-date practitioner availability information in accordance with agreed organisational processes, supporting effective regional capacity planning and service delivery.
- Support the Regional Lead with relevant regional growth activity, including recruitment events, partnership engagement and Expressions of Interest, as required.
- Identify and share operational themes, practitioner feedback and regional trends that may inform workforce planning and service improvement.

5. Safeguarding, Risk Management and Professional Practice

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- Promote and maintain a strong safeguarding culture across regional service delivery, recognising that the safety and welfare of young people must remain the priority.
- Recognise, respond to and escalate safeguarding concerns, allegations and significant risks promptly through the appropriate organisational channels.
- Ensure that safeguarding and risk management expectations are appropriately considered during Initial Assessments, quality visits and practitioner support activities.
- Identify concerns regarding unsafe practice, professional boundaries or non-compliance with agreed safeguarding arrangements and take appropriate action within the role's authority.
- Work collaboratively with the Regional Lead, safeguarding team and other relevant colleagues to support effective risk management and appropriate follow-up.

6. Collaboration, Administration and Accountability

- Work collaboratively with Regional Leads, Education Intervention Coordinators, HR, safeguarding colleagues and other teams to support safe and effective regional service delivery.
- Maintain accurate, timely and professional records of activities, decisions, quality assurance findings and relevant practitioner communications.
- Review and quality assure relevant service documentation, including End of Term Reports, as required.
- Communicate appropriately with commissioners, families, professionals and other stakeholders where this forms part of the agreed responsibilities of the role.
- Attend relevant internal and external meetings, including representing the Regional Lead where appropriate and authorised.
- Manage workload effectively, balancing practitioner support, quality assurance, assessments and wider regional responsibilities.
- Use agreed organisational systems and processes to maintain appropriate oversight, accountability and information sharing.
- Contribute to regional performance discussions, service improvement activity and the identification of operational risks or capacity pressures.
- Undertake relevant training and continuing professional development to maintain the knowledge and skills required for the role.
- Carry out other reasonable duties consistent with the responsibilities and level of the position.

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Compliance And Safeguarding Responsibilities

The Assistant Regional Lead is responsible for promoting safe practice and supporting the consistent application of Nudge Education's safeguarding, professional and operational standards.

Assistant Regional Leads must:

- Follow all relevant safeguarding, child protection and risk management policies and procedures.
- Complete required safeguarding and compliance training within agreed timescales.
- Maintain appropriate professional boundaries with young people, Practitioners, families and other stakeholders.
- Maintain accurate and factual records of safeguarding concerns, quality assurance findings and relevant actions.
- Follow organisational requirements relating to confidentiality, data protection and information sharing.
- Cooperate with safeguarding enquiries, reviews and investigations within the scope of their responsibilities.
- Recognise the limits of their authority and seek appropriate guidance when required.
- Promote equality, inclusion, dignity and respect in all aspects of their work.

Professional Standards

Assistant Regional Leads are expected to demonstrate Nudge Education's values and maintain high standards of professional conduct, safeguarding, leadership and accountability.

They must place the safety, welfare and individual progress of young people at the centre of their work, recognise the importance of consistent and high-quality practitioner practice, and promote an environment in which concerns can be raised and addressed appropriately.

Assistant Regional Leads should lead by example, demonstrate integrity and sound professional judgement, communicate constructively and respectfully, and contribute positively to the development of Practitioners and the wider regional service.

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