



EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

Job Title: School Appeals Manager

Department: Governance Services

Grade: [Single Status 12](#)

Responsible to: Member Services Manager

Responsible for: Democratic Services Support Officer, a small pool of (casual) Clerks (approximately 7), a pool of approximately 50 volunteer panel members.

Purpose of the Role:

This role oversees school admission appeals and exclusion reviews, ensuring compliance with Council and statutory requirements. Key duties include coordinating with stakeholders, maintaining impartiality, advising on legal frameworks, and supporting panels and the public. The position requires staying updated on legal developments, implementing improvements, managing systems and data, handling complaints, and preparing official responses.

Additionally, the role involves organising training sessions for panel members and stakeholders to ensure consistency and understanding of processes. The postholder may be called upon to attend or present at meetings, share best practices across teams, and contribute to policy development relating to admissions and exclusions. Strong interpersonal skills are essential in building constructive relationships with all involved parties.

Key tasks:

1. Support the effective management of the team responsible for the School Appeals Service, ensuring the delivery of this service aligns with the Council's and Department's priorities, policies, procedures, and statutory obligations.
2. Oversee the delivery of school admission appeals and exclusion reviews to meet statutory deadlines through effective planning and coordination with stakeholders.
3. Promote and maintain the independence, professionalism, and customer focus of the appeal process to build trust among all parties.

4. Provide advice and guidance on individual appeal cases, the legal framework, and procedural matters to Panel members, Appeal Clerks, council departments, schools, and the public.
5. Monitor legal developments, government guidance, judicial reviews, and Ombudsman findings to inform service practice.
6. Drive policy and administrative improvements for the appeals service, preparing for and implementing changes as required.
7. Actively work to reduce complaints and legal challenges, respond thoroughly to concerns, and support the preparation of official responses.
8. Lead the management and development of the electronic Appeals Management System, ensuring equivalent arrangements for paper appeals and accurate data reporting to relevant authorities and agencies, including the Department for Education.
9. Coordinate with the Services to Schools team regarding traded services.
10. Recruit, train, and support Panel members and Appeal Clerks to meet service demands and maintain high standards.
11. Deliver and participate in training on exclusion reviews and admission appeals for staff, Panel members, and the wider team.

Recognising that ESCC is a large organisation with a number of overarching priorities extending to all areas of our work, you should be aware of these Council priorities and proactively seek appropriate opportunities in your work/service area to contribute, in consultation with your line manager; in particular, but not limited to:

- Net zero emissions targets – reduce your work's environmental impact.
- Equality, Diversity and Inclusion – contributing to an inclusive and supportive working environment.
- Making the best of our resources - ensuring awareness of the impact of what you do to maximise the use of public monies.

PERSON SPECIFICATION

Essential education and qualifications

1. This post requires a minimum of RQF Level 2 English and Maths
2. Demonstrable experience in a management or strategic role.

Essential key skills, abilities, knowledge, experience, values and behaviours

1. Ability to plan and organise a varied workload for self and others, working to short deadlines.
2. Ability to communicate effectively with a range of people in a clear, concise and accurate manner, changing messages to suit different audiences.
3. Ability to provide effective customer service which will include providing clear and succinct advice, responding appropriately to customers' needs.
4. Ability to work collaboratively as a member of a team and be able to develop professional relationships across teams and services to achieve shared aims.
5. Ability to use technology as part of the role including (Microsoft 365 including Outlook, Excel, Word, PowerPoint, Microsoft Teams, devices: laptops, and surface hubs).
6. Ability to analyse, interpret and clearly present data, some of which may be complex, in line with Data Protection regulations.
7. Knowledge of the Data Protection regulations including an understanding of data storage and retention schedules, and a commitment to maintain confidentiality.

8. Ability to use research to inform the content of reports where appropriate, and the ability to produce clear and accessible reports to be shared with managers.
9. Ability to demonstrate resilience, an example of which could be responding to a difficult situation.
10. A commitment to professional and personal development.
11. Knowledge of the types of policies, procedures and legislative requirements relevant to the school appeals service.
12. Political awareness including ability to work within and understand political processes.
13. Contributing to and implementing new service initiatives
14. People management skills
15. Ability to flex working arrangements to meet peaks and troughs in demand

Desirable key skills, abilities, knowledge, experience, values and behaviours

16. Ability to negotiate conflicting demands
17. Experience of difficult decision making
18. Knowledge of wider ESCC business
19. Knowledge of the key issues facing Local Government and schools.

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

Function	Applicable to role
Using display screen equipment	Yes
Working with children/vulnerable adults	No
Moving & handling operations	No
Occupational Driving	No
Lone Working	No
Working at height	No
Shift / night work	No
Working with hazardous substances	No
Using power tools	No
Exposure to noise and /or vibration	No
Food handling	No
Exposure to blood /body fluids	No