



## Oxfordshire Parent Carers Forum seeks a SEND Connect Coordinator

**Hours:** 5 hours per week during term time (39 weeks a year), worked flexibly

**Rate:** £22.75 per hour

**Location:** Oxfordshire, home-based with both online and in-person meetings as required

### About Us

Oxfordshire Parent Carers Forum (OxPCF) is an independent group led by parent carers. We aim to ensure that the voices of parent carers of children and young people with **Special Educational Needs and Disabilities (SEND)** in Oxfordshire are heard in **service planning and development**. Our focus is on **providing trusted information, advocating for parent carers collectively, and working to improve services**.

OxPCF is funded through a **Department for Education grant**, as well as funding from the **Local Area Partnership**. The forum is run by **parent carer volunteers**, with support from **OxFSN (Oxfordshire Family Support Network)**, a local charity providing information, advice, and support to families of children and young people with learning disabilities.

You will be a **self-employed contractor** with **OxFSN**, which will provide HR support. You will report to the **OxPCF Co-Chair**.

### Purpose of the Role

The **Feedback and Reporting Coordinator** will be responsible for **gathering, managing, and presenting feedback from parent carers** to inform OxPCF's advocacy and engagement work. This role ensures that **parent carer experiences are accurately captured and communicated to service providers and decision-makers** to influence improvements in SEND services.

This role will:

- **Collect, organise, and analyse feedback** from parent carers through surveys, events, and online discussions.
- **Summarise key themes and trends**, identifying concerns in SEND services.
- **Manage the OxPCF themes tracker**, currently maintained as a spreadsheet, with the potential transition to a database if required
- **Prepare clear, structured reports** for the Local Area Partnership, Oxfordshire County Council, and other key stakeholders.
- **Develop and administer surveys and feedback tools** using **SurveyMonkey, Mentimeter, Facebook polls, and other platforms**.
- **Create engaging presentations and reports** using **PowerPoint, Canva, and other visualisation tools**.
- **Ensure ethical data collection and GDPR compliance**, safeguarding parent carer information.

## Key Objectives

- **Gather and analyse parent carer feedback** from surveys, focus groups, online discussions, and events.
- **Identify key issues, trends, and gaps** in SEND services based on parent carer experiences.
- **Manage and develop the OxPCF themes tracker**
- **Create structured reports and presentations** that are clear, impactful, and accessible.
- **Work closely with the OxPCF team** to ensure feedback informs advocacy efforts.
- **Ensure ethical data collection and compliance** with GDPR and safeguarding guidelines.

## Main Responsibilities

### 1. Feedback Collection & Analysis

- **Compile and organise feedback** from parent carers collected through events, surveys, consultations, and online discussions.
- **Monitor and track key themes**, identifying trends in SEND service provision.
- **Liaise with the SEND Connect Coordinator** to gather structured event feedback.
- **Ensure that data collected represents a diverse range of parent carer experiences** across Oxfordshire.

### 2. Managing the OxPCF Themes Tracker & Data Handling

- **Maintain and update the OxPCF themes tracker** (currently in Excel, potentially moving to a database).
- **Ensure the tracker is structured for easy reporting and analysis.**
- **Data Management & System Development** – Support the improvement of data management processes, optimising the current **spreadsheet system** and, if deemed necessary, exploring the transition to a **more advanced database** to enhance efficiency and accessibility.
- **Ensure accuracy and confidentiality of all data**, adhering to GDPR requirements.

### 3. Survey & Feedback Tool Development

- **Design and distribute surveys, polls, and feedback forms** using **SurveyMonkey, Mentimeter, Facebook polls, and other tools.**
- **Monitor response rates and ensure diverse parent carer representation.**
- **Encourage participation through engaging survey formats** and clear communication.

### 4. Reporting & Presentation of Findings

- **Create regular summary reports** on key themes and concerns raised by parent carers.
- **Develop clear and accessible presentations** for meetings with OxPCF, Local Area Partnership representatives, and service providers.
- **Contribute to OxPCF's 6-monthly and annual reports**, ensuring parent voices are central.
- **Use simple, visual formats** (e.g., infographics, charts, key takeaways) to make data digestible and impactful.
- **Design reports and presentations using PowerPoint, Canva, and other visual tools** to enhance clarity and engagement.

## 5. Strategic Planning & Collaboration

- **Work with the Community Coordinator and SEND Connect Coordinator** to ensure feedback is gathered effectively across different engagement activities.
- **Attend PCF Management Group meetings** to present findings and contribute to planning.
- **Develop, maintain, and communicate an up-to-date work plan**, ensuring feedback collection aligns with the annual strategy.
- **Ensure compliance with GDPR and safeguarding principles** when managing parent carer data.

## Skills & Experience

### Essential:

- ✓ **Experience in data collection, analysis, and report writing.**
- ✓ **Strong ability to summarise key themes and insights clearly.**
- ✓ **Excellent written and verbal communication skills.**
- ✓ **Organised and detail-oriented**, able to manage multiple sources of feedback.
- ✓ **Proficiency in Excel and database management**, including maintaining structured data systems.
- ✓ **Experience in producing surveys and feedback exercises** using **SurveyMonkey, Mentimeter, Facebook polls, and other tools.**
- ✓ **Ability to present findings in an engaging and accessible format** using **PowerPoint, Canva, and similar tools.**
- ✓ **Understanding of SEND and the challenges faced by families.**
- ✓ **Ability to work independently and flexibly**, consulting as needed.

### Desirable:

- + **Experience working in a charity, education, or research role.**
- + **Knowledge of GDPR and ethical data collection.**
- + **Ability to create infographics or visual reports.**

## Practical Information

- **Self-employed contract** (you will be responsible for your own tax & NI).
- **Travel expenses covered** where required.
- **Flexible working** (home-based, with occasional in-person meetings).
- **Start date:** As soon as possible.
- **How to Apply**

To apply, send your CV & a short cover letter detailing your relevant skills & experience to [info@oxpcf.org.uk](mailto:info@oxpcf.org.uk)

Deadline for applications: 3<sup>rd</sup> March.