

**Wolverhampton City Council**  
**Role Profile Description**  
**CASB10**

<b>Date</b>	<b>November 2011</b>
<b>Family</b>	<b>Clerical and Administration (School Based)</b>
<b>Role Profile Level Number</b>	<b>10</b>
<b>Purpose</b>	
To provide basic clerical support to one or more individuals or offices in a school or educational establishment setting.	
<b>Role Accountability</b>	<b>End Result</b>
<b>Mail</b>	
Distribute and process mail.	<ul style="list-style-type: none"> <li>Efficient distribution of correspondence</li> </ul>
<b>Document Processing</b>	
Carry out basic document processing tasks – such as inputting data, word processing, filing, photocopying and faxing.	<ul style="list-style-type: none"> <li>Deliver outputs to required standards and productivity</li> <li>Support colleagues and team in achieving their objectives</li> </ul>
<b>Data</b>	
Enter standard data to established systems.	<ul style="list-style-type: none"> <li>Accurate upkeep of information and records</li> <li>Allow progress and status to be tracked</li> <li>Allow reports to be run</li> </ul>
<b>Supplies</b>	
Distribute and store basic supplies.	<ul style="list-style-type: none"> <li>Equipment and materials are accessible to colleagues for service delivery</li> </ul>
<b>Information</b>	
Provide standard information in response to internal and external queries.	<ul style="list-style-type: none"> <li>Provide an answer in line with given guidelines</li> <li>Provision of service to required standard</li> </ul>

<b>Nature of Contacts and Relationship (who and the nature of the communications)</b>
<ul style="list-style-type: none"> <li>• Headteacher / teaching and non-teaching colleagues – receive work instruction and refer problems</li> <li>• May involve direct contact with pupils and their families or carers / Governing Body</li> </ul>
<b>Working Environment Context (disruption, physical, disagreeable, health and safety aspects)</b>
<ul style="list-style-type: none"> <li>• School or educational establishment based/may involve moving equipment and trolleys and working in archives</li> </ul>
<b>Procedural Context (creativity, discretion, impact)</b>
<ul style="list-style-type: none"> <li>• Very little discretion</li> </ul>
<b>Planning Requirement</b>
<ul style="list-style-type: none"> <li>• Working under general direction</li> </ul>
<b>Key Facts and Figure Ranges (include likely size of any team managed)</b>
<ul style="list-style-type: none"> <li>• No people management or budget involvement</li> </ul>
<b>Skills, Knowledge and Qualifications</b>
<ul style="list-style-type: none"> <li>• No qualifications required or preferred</li> <li>• Basic numeracy and literacy</li> </ul>
<b>Equipment Operated and Essential Skills</b>
<ul style="list-style-type: none"> <li>• Operation of office equipment (e.g. fax, photocopier, scanner)</li> <li>• Basic ICT skills</li> </ul>