

Wolverhampton City Council
Role Profile Description
CASB20

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| Date | November 2011 |
| Family | Clerical and Administration (School Based) |
| Role Profile Level Number | 20 |
| Purpose | |
| To deliver administrative and general office services in a school or educational establishment setting. | |
| Role Accountability | End Result |
| Information | |
| Enter data, checking for accuracy and logic and flagging up potential errors. | <ul style="list-style-type: none"> • Ensure accurate and complete records and information for effective processing |
| Conduct routine interrogation of systems/databases to answer queries. | <ul style="list-style-type: none"> • Provide accurate and meaningful information for Headteacher / SLT / Governing Body , pupils and their families or carers |
| Locate and deliver documents and information. | <ul style="list-style-type: none"> • Accurate and complete letters and reports |
| Create and format routine documents. | <ul style="list-style-type: none"> • Provision of accurate and complete letters and reports |
| Take meeting notes. | <ul style="list-style-type: none"> • Accurate record of the meeting and actions agreed |
| Finance | |
| Receive and record financial transactions. | <ul style="list-style-type: none"> • Efficient payments and receipt of income for the school or educational establishment • Secure holding of cash according to procedure |
| Supplies | |
| Check stock levels and request necessary supplies. | <ul style="list-style-type: none"> • Equipment and materials are available to colleagues for service delivery |

| Reception and Enquiries | |
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| Respond to queries including providing standard written responses. | <ul style="list-style-type: none"> • Provision of relevant and accurate information • Provision of service to required standard |
| Carry out reception and duties including face-to-face and telephone contact with pupils and their families or carers; take bookings. | <ul style="list-style-type: none"> • Enquirers are informed of situation and next steps • Provision of service to required standard • Accurate bookings are taken |
| Nature of Contacts and Relationship (who and the nature of the communications) | |
| <ul style="list-style-type: none"> • Headteacher / teaching and non-teaching colleagues – receive work instruction and refer problems • May involve direct contact with pupils and their families or carers /Governing body • May involve direct contact with people exhibiting difficult behaviour | |
| Working Environment Context (disruption, physical, disagreeable, health and safety aspects) | |
| <ul style="list-style-type: none"> • School or educational establishment based • May involve moving equipment and trolleys and working in storage facilities | |
| Procedural Context (creativity, discretion, impact) | |
| <ul style="list-style-type: none"> • Act within guidelines and standard procedure • May include cash transactions | |
| Planning Requirement | |
| <ul style="list-style-type: none"> • Organising own workload on a daily basis | |
| Key Facts and Figure Ranges (include likely size of any team managed) | |
| <ul style="list-style-type: none"> • No people management or budget involvement | |
| Skills, Knowledge and Qualifications | |
| <ul style="list-style-type: none"> • NVQ Level 1 • Understanding of how to deal with people to required standards of service • Understanding of relevant processes and systems • Knowledge of service provided in own area | |

| Equipment Operated and Essential Skills |
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| <ul style="list-style-type: none">• Operation of office and counter equipment (e.g. cashier till, fax, photocopier and scanner)• Ability quickly and accurately to input data• Working knowledge of relevant software packages (e.g. Microsoft Word, Excel) |