

Wolverhampton City Council
Role Profile Description
CASB25

Date	October 2010
Family	Clerical and Administration (School Based)
Role Profile Level Number	25
Purpose	
To deliver administrative and general office services and provide information and support 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 / 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

Customers	
<p>Respond to enquiries from customers, colleagues, pupils and their families or carers.</p> <p>– may include reception and public counter duties including face-to-face and telephone contact with customers</p>	<ul style="list-style-type: none"> • Customers, colleagues, pupils and their families or carers are informed of situation and any action to take • Provision of customer service to required standard • Accurate bookings
May provide support during events.	<ul style="list-style-type: none"> • Events run smoothly
Carry out; take bookings.	<ul style="list-style-type: none"> • Enquirers, colleagues, pupils and their families or carers are informed of situation and next steps • Provision of customer 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"> • Supporting internal and external customers • May involve direct contact with members of the public • May involve direct contact with difficult service users 	
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)	
Very little discretion	
Planning Requirement	
<ul style="list-style-type: none"> • Working under general direction 	
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 customers to required standards of service • Understanding of relevant processes and systems • Knowledge of service provided in own area
Equipment Operated and Essential Skills
<ul style="list-style-type: none"> • Operation of office and public counter equipment (e.g. cashier till, fax, photocopier and scanner) • Ability to input data quickly and accurately • Working knowledge of relevant software packages (e.g. Microsoft Word, Excel)