

**Wolverhampton City Council**  
**Role Profile Description**  
**CASB30A**

<b>Date</b>	<b>November 2011</b>
<b>Family</b>	<b>Clerical and Administration (School Based)</b>
<b>Role Profile Level Number</b>	<b>30A</b>
<b>Purpose</b>	
To organise resources and provide information in a school or educational establishment setting.	
<b>Role Accountability</b>	<b>End Result</b>
<b>Planning</b>	
Plan and organise own work and co-ordinate with other team members. May be responsible for regularly allocating work, advising and/or instructing others	<ul style="list-style-type: none"> <li>Allocated work completed on time to standards and quality</li> <li>Timely response to issues arising</li> <li>Efficient use of resource</li> </ul>
May schedule meetings and events and organise travel for senior colleague(s), the Headteacher / SLT / Governing Body	<ul style="list-style-type: none"> <li>Efficient use of time and resource</li> <li>Support for senior colleagues the Headteacher / Governing Body</li> </ul>
<b>Information</b>	
Prepare and provide management information and reports.	<ul style="list-style-type: none"> <li>Management decisions are informed by accurate information</li> </ul>
Take meeting minutes for internal and external use.	<ul style="list-style-type: none"> <li>Accurate record of the meeting and actions agreed</li> </ul>
<b>Data</b>	
Input and interrogate complex systems and databases.	<ul style="list-style-type: none"> <li>Accurate and meaningful information/reports for Headteacher / SLT / Governing Body, pupils and their families or carers</li> </ul>
<b>Supplies</b>	
Manage stock levels and order necessary supplies.	<ul style="list-style-type: none"> <li>Equipment and materials are available to colleagues for service delivery</li> </ul>
<b>Finance</b>	
Monitor and reconcile financial transactions.	<ul style="list-style-type: none"> <li>Monies reach the correct destination in a timely manner</li> </ul>

<b>Enquiries</b>	
Respond to enquiries from colleagues, pupils and their families or carers.	<ul style="list-style-type: none"> <li>• Enquirers are informed of situation and any action to take</li> <li>• Provision of service to required standard</li> </ul>
May provide support during events.	<ul style="list-style-type: none"> <li>• Events run smoothly</li> </ul>
<b>Relationships and Partners</b>	
Liaise with internal stakeholders and external contacts in partnership organisations regarding operational issues.	<ul style="list-style-type: none"> <li>• Provision of communication links enabling operational delivery</li> </ul>
<b>Nature of Contacts and Relationship (who and the nature of the communications)</b>	
<ul style="list-style-type: none"> <li>• Supporting Headteacher / teaching and non-teaching colleagues – receive work instruction and refer problems</li> <li>• Colleagues, pupils and their families or carers and members of the Governing Body – receive queries and provide information in response</li> <li>• May involve allocating and co-ordinating work tasks to team</li> <li>• May involve direct contact with people exhibiting difficult behaviour</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</li> </ul>	
<b>Procedural Context (creativity, discretion, impact)</b>	
<ul style="list-style-type: none"> <li>• Act within guidelines and standard procedure</li> <li>• May include problem solving</li> </ul>	
<b>Planning Requirement</b>	
<ul style="list-style-type: none"> <li>• Weekly planning and setting own priorities in the short term</li> </ul>	
<b>Key Facts and Figure Ranges (include likely size of any team managed)</b>	
<ul style="list-style-type: none"> <li>• May allocate and co-ordinate work of team members (not supervision)</li> <li>• No budget responsibility</li> <li>• May involve stock and cash handling – monitoring use and highlighting shortages etc</li> </ul>	

<b>Skills, Knowledge and Qualifications</b>
<ul style="list-style-type: none"> <li>• NVQ Level 2</li> <li>• Understanding of how to deal with people to required standards of service</li> <li>• Working knowledge of processes, procedures and systems</li> <li>• Knowledge of service provided and specific school or establishment guidelines</li> <li>• Knowledge of multiple services desirable</li> <li>• Understanding to effectively investigate records and data to answer queries</li> </ul>
<b>Equipment Operated and Essential Skills</b>
<ul style="list-style-type: none"> <li>• Working knowledge of relevant software packages (e.g. Microsoft Word, Excel)</li> <li>• Operation of office equipment</li> </ul>