

Wolverhampton City Council
Role Profile Description
CASB50A

Date	November 2011
Family	Clerical and Administration (School Based)
Role Profile Level Number	50A
Purpose	
To organise operational delivery of specialist administrative or clerical services on a day-to-day basis in a school or educational establishment setting.	
Role Accountability	End Result
Planning	
Organise the availability of resources including equipment, budget, people and systems to support specialist activity.	<ul style="list-style-type: none"> • Delivery of optimum levels of service at all times • Efficient allocation of resource
Contribute to the development of the school or educational establishment service plan.	<ul style="list-style-type: none"> • Meeting of performance objectives • Effective meeting of stakeholder need
Reporting	
Analyse and interpret data and make limited changes and recommendations to the Headteacher / Governing Body and SLT for process and performance improvement.	<ul style="list-style-type: none"> • Governing Body, Headteacher and Senior Leadership Team informed and advised of improvement opportunities • Improvement of process efficiency and quality of service
Finance	
Contribute to the planning of expenditure for individual projects.	<ul style="list-style-type: none"> • Prioritisation of requirements and allocation of funds to meet objectives
People Management	
Contribute to team working. Provides instruction and on the job training to colleagues. May allocate and check work of colleagues in the same work area.	<ul style="list-style-type: none"> • Effective team-work and support to colleagues

Compliance	
Control the work carried out to ensure compliance with all regulatory and policy guidelines.	<ul style="list-style-type: none"> • Data is secured and retained in accordance with data protection and freedom of information requirements • Monies reach correct destinations on schedule • Health & Safety compliance assured • Minimal number of non-compliance incidents ▪ Staff aware of obligations
Service Delivery and Improvement	
Contribute to initiatives to improve business processes.	<ul style="list-style-type: none"> • Meeting of stakeholder requirements • Efficient and timely service delivery
Make day to day, real time service decisions.	<ul style="list-style-type: none"> • Provision of customer service to required standard
Implement Service Level Agreements	<ul style="list-style-type: none"> • Standards of service defined
Relationships and Partners	
Maintain, monitor, and review relations with colleague, pupils and their families or carers and partners and represent the school or establishment.	<ul style="list-style-type: none"> ▪ Good feedback • Co-operation from others • Partnership working developed and maintained • Resolve operational issues • Escalation of unresolved issues
Contribute to continuous business improvement.	<ul style="list-style-type: none"> • Optimal efficiency of processes • Effective meeting of stakeholder needs
Plan, communicate and coach for change	<ul style="list-style-type: none"> • Successful and efficient implementation of change • Buy-in and staff commitment to change
Nature of Contacts and Relationship (who and the nature of the communications)	
<ul style="list-style-type: none"> • Communication with the Headteacher, teaching and non- teaching colleagues, pupils and their families or carers, members of the governing body, senior managers in other organisations • May involve dealing with people exhibiting difficult behaviour with escalated issues 	

Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
<ul style="list-style-type: none"> • School or educational establishment building based
Procedural Context (creativity, discretion, impact)
<ul style="list-style-type: none"> • May include financial reconciliation • Some decision making on operational issues • Deals with escalated issues • Act within legislative and procedural guidelines • Contribute to the development of internal Service Level Agreements
Planning Requirement
<ul style="list-style-type: none"> • Day-to-day resource management and weekly work planning • Contributes to school or establishment business planning
Key Facts and Figure Ranges (include likely size of any team managed)
<ul style="list-style-type: none"> • Contribute to team working. Provides instruction and on the job training to colleagues. May allocate and check work of colleagues in the same work area.
Skills, Knowledge and Qualifications
<ul style="list-style-type: none"> • Relevant NVQ4 or equivalent qualifications desirable • Experience of implementing change desirable • Understanding of how to deal with people to required standards of service • Full working knowledge of processes, procedures and systems within area of operation • Knowledge of service provided in own area and specific school or establishment guidelines • Knowledge of multiple services desirable • Understanding to effectively investigate records and data to answer queries
Equipment Operated and Essential Skills
<ul style="list-style-type: none"> • Thorough working knowledge of relevant software packages (e.g. Microsoft Word, Excel)