

Wolverhampton City Council
Role Profile Description
CASB50S

Date	November 2011
Family	Clerical and Administration (School Based)
Role Profile Level Number	50S
Purpose	
To manage a team and organise their operational delivery on a day-to-day basis in a school or educational establishment setting.	
Role Accountability	End Result
Planning	
Organise the availability of all resources including equipment, budget, people and systems.	<ul style="list-style-type: none"> • Delivery of optimum levels of customer 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 Governing Body, Headteacher 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 the team or site.	<ul style="list-style-type: none"> • Prioritisation of requirements and allocation of funds to meet objectives
People and Performance Management	
Allocate and monitor the standard of staff and team performance and ensure resolution of any issues.	<ul style="list-style-type: none"> • Work done to given standards of accuracy, quality, output etc • Performance issues rectified or escalated
Recruit staff, conduct discipline, grievance and absence management procedures for staff.	<ul style="list-style-type: none"> • Meeting of school/ establishment or Council requirements • Control of absence

Lead, develop and motivate a team of staff.	<ul style="list-style-type: none"> • Ensure that the team members develop their skills and knowledge and are capable of achieving the required performance • Achievement of work objectives • Training activities for staff
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's 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"> • Full management responsibility for staff • Communication with the Headteacher, teaching and non-teaching Staff, pupils and their families or carers, members of the governing body, senior managers in other organisations. • May involve dealing with people exhibiting difficult behaviour service users with escalated issues
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
<ul style="list-style-type: none"> • School or educational establishment 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"> • Management of 4-5 direct reports each with 13 indirect reports
Skills, Knowledge and Qualifications
<ul style="list-style-type: none"> • Relevant NVQ4 or equivalent qualifications • Experience of supervising staff and work allocation essential • Experience of implementing change desirable • Understanding of how to deal with customers 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)