

Wolverhampton City Council
Role Profile Description
CESB40S

Date	November 2010
Family	Customer Engagement
Role Profile Level Number	40S
Purpose	
To organise the day to day operational delivery of a service to enable customers, colleagues and pupils to make informed use of the service, facility or to obtain information or entitlement, or provide services in a school or educational establishment setting to standards and budgets.	
Role Accountability	End Result
Reports and Records	
Keep relevant records as required by the school and Council policy and procedure and develop/prepare reports on operations and trends.	<ul style="list-style-type: none"> Records kept as laid down Reports complete, accurate, on time Information available on trends
Resources	
Provide information for budget preparation, implement the approved budget and monitor the cash/income stream.	<ul style="list-style-type: none"> Accurate and complete data, on time Costs kept within target Correct income received and banked
Determine the resources needed and secure them, within given budget constraints.	<ul style="list-style-type: none"> Resources (people, equipment, materials and funding) available when needed and of required capability/standard
People Management	
Organise, develop and motivate a team of staff and apply the relevant school, educational establishment and Council procedures and policies.	<ul style="list-style-type: none"> Team is willing and capable of achieving the required outputs School, educational establishment and HR procedures met
Plan, allocate and organise work to deliver the service/operate the facility through Wolverhampton Council staff and/or external agencies for minor work.	<ul style="list-style-type: none"> Work done to time, quality and, cost standards

Risk Assessment	
Make the workforce aware of all safety and security issues concerning the work and its environment.	<ul style="list-style-type: none"> • Health and Safety compliance assured • Information bulletins issued • Workforce understand obligations
Identify potential business risks.	<ul style="list-style-type: none"> • Business risk identified and managed
Customer Support	
Respond formally to customer, colleagues and pupil requests, queries and complaints and keep relevant records.	<ul style="list-style-type: none"> • Satisfied customers, colleagues and pupils • Complaints, queries dealt with on time and in accordance with procedure
Service Improvement	
Review the nature and scope of the service and propose ways of improving and/or extending it and enhancing income.	<ul style="list-style-type: none"> • Commentary on current provision • Suggestions for service enhancement, cost saving, income stream • Agreed changes implemented • Improved service effectiveness
Relationships	
Represent the school, educational establishment in meetings with external agencies, internal colleagues, partners, Members and customers to put the school/educational establishment view and respond to enquiries.	<ul style="list-style-type: none"> • Co-operation secured • Good feedback • Awareness of issues impacting on the school/educational establishment
Nature of Contacts and Relationship (who and the nature of the communications)	
<ul style="list-style-type: none"> • Headteacher, members of the Governing Body, teaching staff, pupils and their carers, partners, and external agencies, promoting Council view and discussing options • Contractors to give instructions and negotiating straightforward changes • Management responsibility for staff • To take part in discussions and promote Council standpoint • Trade Unions in discussions and procedural framework 	
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)	
<ul style="list-style-type: none"> • Public Facing, some jobs will be office or public building based • Others will work in facilities or outside; gyms, swimming pools, galleries etc.; • working with chemicals and on/with machinery • Handling initial response to emergency situations including fires • May work alone in the community 	
Procedural Context (creativity, discretion, impact)	
<ul style="list-style-type: none"> • Exercise discretion within agreed policies • Propose ways of improving service level and implement change 	
Planning Requirement	
<ul style="list-style-type: none"> • Develop team plan and contribute to business and service plan 	

Key Facts and Figure Ranges (include likely size of any team managed)
<ul style="list-style-type: none"> • Manages supervisors with teams and a delegated element of service budget
Skills, Knowledge and Qualifications
<ul style="list-style-type: none"> • Management qualification in relevant discipline or equivalent desirable or relevant experience • In depth knowledge of discipline • Financial and people management
Equipment Operated and Essential Skills
<ul style="list-style-type: none"> • Functional familiarity with equipment used in field • ICT skills