

Wolverhampton City Council
Role Profile Description
CESB45

Date	December 2011
Family	Customer Engagement (School Based)
Role Profile Level Number	45
Purpose	
To implement an operational 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
Planning	
Prepare and monitor annual plans for own area and assist with preparation of plans for the school or educational establishment within Wolverhampton City Council policy framework.	<ul style="list-style-type: none"> • Approved plans for own area • Data for service longer term plans • Plan's objectives met
Keep relevant records as required by the school, educational establishment 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 school or educational establishment staff and/or external agencies for minor work.	<ul style="list-style-type: none"> • Work done to time, quality and, cost standards
Risk Assessment	
Control the work carried out to ensure compliance with all regulatory and policy guidelines.	<ul style="list-style-type: none"> • Business risks identified and managed • Health and Safety compliance assured • Minimal number of non-compliance incidents • Staff aware of obligations
Customer Support	
Respond formally to customer, colleagues and pupils 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	
Develop proposals for improving the service/facility and enhancing income and implement approved schemes.	<ul style="list-style-type: none"> • Viable proposals • Improved income stream • 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, and external agencies, promoting the school and educational establishment view and discussing options with Contractors to give instructions and negotiating straightforward changes • Management responsibility for staff • To take part in discussions and promote school/educational establishment and 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 annual business plan and contributes to three year 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