

Wolverhampton City Council
Role Profile Description
OPSB10

Date	November 2011
Family	Operations (School Based)
Role Profile Level Number	10
Purpose	
To carry out basic preparation, catering, cleaning and maintenance tasks in a defined area; to set standards; under close supervision; using basic tools and equipment in support of the provision of an operational service in a school or educational establishment.	
Role Accountability	End Result
Work – Cleaning and Tidying	
Carry out basic cleaning and clearing tasks to leave the facility clean and tidy.	<ul style="list-style-type: none"> • Facility clean and tidy • Rubbish cleared away • Materials and equipment in place
Work – Preparation	
Carry out basic preparation work for follow on activities.	<ul style="list-style-type: none"> • Assigned tasks complete to set standards • Area/food/activity ready for follow on work
Work – Maintenance	
Carry out basic repair and/or maintenance duties as instructed.	<ul style="list-style-type: none"> • Assigned tasks complete to set standards • School or educational establishment in good condition
Work – Security	
Patrol the site/premises keeping to the set pattern, (sequence, route, and timing) to identify incidents and control access.	<ul style="list-style-type: none"> • Security breaches and attempts at unauthorised access identified and reported • Security points set • Actual or attempted theft or damage recorded • Relevant authorities notified promptly

May have opening and closing responsibility for own use.	<ul style="list-style-type: none"> Secure premises
Tools and Equipment	
Collect and use tools and equipment needed for given tasks, check safe and fit for use, keep in good condition and return on completion.	<ul style="list-style-type: none"> Correct tools/equipment used for work Tools etc in safe condition Tools etc returned when work done
Records	
Keep records as instructed and required by school, educational establishment or Council procedure and legislation.	<ul style="list-style-type: none"> Personal records complete, accurate, on time Complete set routes and/or monitor the location/site Patrol location and time recorded School, educational establishment or Council procedures and legislation complied with
Health and Safety	
Implement relevant H&S practices and procedures as instructed.	<ul style="list-style-type: none"> Safe working for self, team and teaching and non-teaching staff, pupils and their families or carers Compliance with relevant regulations
Resources	
May involve basic cash handling.	<ul style="list-style-type: none"> Financial transactions completed accurately
Service Issues	
Report any problems or incidents encountered in work situations.	<ul style="list-style-type: none"> Line management aware of situation Breakdowns, deficiencies, incidents reported and recorded
Nature of Contacts and Relationship (who and the nature of the communications)	
<ul style="list-style-type: none"> Team – exchange information Supervisor / Headteacher – receive and clarify instruction; report problems Colleagues, pupils and their families or carers and members of the public – answer simple queries politely and refer others 	

Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
<ul style="list-style-type: none"> • May be outside in all weather conditions • Catering – inside, in kitchen with extremes of temperature • Frequent lifting and carrying of moderately heavy items • Variety of tools and equipment of potentially hazardous nature with risks of burns, cuts, trips, etc • Need to wear protective equipment • May be exposed to and/or need to deal with anti-social behaviour • May be exposed to and/or deal with substances of a hazardous nature
Procedural Context (creativity, discretion, impact)
<ul style="list-style-type: none"> • Clearly defined tasks, given instructions; very limited scope to modify work, with discretion only in the case of safety considerations; any out of the ordinary matters referred to supervisor / Headteacher • May impact on school or establishment reputation
Planning Requirement
<ul style="list-style-type: none"> • Minimal planning demands, only required to plan own set tasks within the day
Key Facts and Figure Ranges (include likely size of any team managed)
<ul style="list-style-type: none"> • May handle cash
Skills, Knowledge and Qualifications
<ul style="list-style-type: none"> • Basic numeracy and literacy • Awareness and compliance to Health and Safety procedures
Equipment Operated and Essential Skills
<ul style="list-style-type: none"> • Hand tools and basic powered equipment - competent in its use and capable of making a limited number of adjustments to set up and use • May require basic ICT skills