

Wolverhampton City Council
Role Profile Description
OPSB35

Date	December 2011
Family	Operations (Schools based)
Role Profile Level Number	35
Purpose	
To carry out a range of skilled duties to established standards; to provide an operational service using specialised plant and equipment where required; and supervise a team.	
Role Accountability	End Result
Work - Planning	
Plan and organise own and team's work to meet given priorities. May be required to advise, instruct and/or supervise a small team.	<ul style="list-style-type: none"> Priorities met, team's work complete on time and to set standards
Work – Operational Service	
Carry out the assigned specialised work to the relevant standards, using materials, equipment and resources as appropriate.	<ul style="list-style-type: none"> Work done to set standards of quality, accuracy and time, temperature, etc. Appropriate tools, equipment and machinery used for tasks
Work – Driving/Operating	
Drive, operate and check specialist vehicles, plant and machinery to deliver goods etc. and/or undertake an operational service.	<ul style="list-style-type: none"> Goods safely delivered to destinations Plant/machinery operated competently Work carried out to required standards – quantity, quality and accuracy Appropriate checks completed
Tools and Equipment	
Operate specialised machinery, equipment and plant in the correct manner; carry out checks, adjustments and maintenance to ensure correct settings for self and team's safe use, and security.	<ul style="list-style-type: none"> Specialist equipment, machinery, and plant in good order, set properly for task and secure Appropriate tools and equipment selected and available for the tasks Minor repairs complete Appropriate checks completed

Records	
Compile, collate, maintain and check records as required by the school, educational establishment, Council procedure and relevant regulations and legislation.	<ul style="list-style-type: none"> • Personal and team records complete, on time • Settings (e.g. temperatures etc) recorded • Environmental protection records completed accurately and on time e.g. emissions • School, educational establishment, Council procedures and relevant regulations and legislation complied with
Health and Safety/Compliance	
Ensure team complies with H&S and other relevant regulations and legislation.	<ul style="list-style-type: none"> • Safe working for self and others • Audits/checks undertaken • Compliance with relevant regulations and legislation • Non compliance referred to manager
Service Delivery	
Respond to any incidents and problems encountered in work situations, taking corrective action to resolve them if possible.	<ul style="list-style-type: none"> • Line management aware of situations promptly • Corrective actions taken to resolve problems • Breakdowns and deficiencies recorded and reported
Carry out work sensitively and safely and to codes of practice.	<ul style="list-style-type: none"> • Codes of practice adhered to
People Management	
Supervise and delegate the work of the team, escalating HR performance issues appropriately.	<ul style="list-style-type: none"> • Achievement of team's objectives and standards • School, educational establishment, HR issues addressed/actioned
Partners	
Liaise with partners and/or contractors; be aware of their wishes/expectations and facilitate their involvement.	<ul style="list-style-type: none"> • Awareness of customers expectations • Satisfactory work by partner and contractor

Nature of Contacts and Relationship (who and the nature of the communications)
<ul style="list-style-type: none"> • Team – allocating work/directing team members • Supervisor – discuss work method, receive and clarify instructions for the team • Customers/public – try to resolve queries and problems; demonstrating sensitivity as required • Partners and Contractors - working with them to provide the service
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
<ul style="list-style-type: none"> • Catering – inside, in kitchen with extreme temperatures; frequent lifting and carrying of moderately heavy items. Variety of tools and equipment of potentially hazardous nature with risks of burns, cuts, trips, etc • Inside and/or outside in all weather conditions and physical environments • May be required to work in restricted space • May be exposed to and/or deal with substances of a hazardous nature • Potentially liable to verbal/physical abuse from public in some roles • May involve sitting for long periods of time in vehicle • Cemetery/crematorium – lifting and carrying heavy items; can be working in hot conditions with risk of flashback requiring flame retardant clothing; handling coffins and ashes etc at ground level and in excavations
Procedural Context (creativity, discretion, impact)
<ul style="list-style-type: none"> • Working to a given pattern with standards and work methods defined. Use of initiative to suggest better work methods, alter order of work and use alternative equipment to get work completed satisfactorily
Planning Requirement
<ul style="list-style-type: none"> • Plan and organise own and team's work on a weekly basis • React to changing conditions (ad hoc)
Key Facts and Figure Ranges (include likely size of any team managed)
<ul style="list-style-type: none"> • Supervising a team • May involve cash handling

Skills, Knowledge and Qualifications
<ul style="list-style-type: none"> • Level 2 • Supervisory capability • Knowledge of H&S procedures and policies
Equipment Operated and Essential Skills
<ul style="list-style-type: none"> • Complex plant and equipment/machinery with the ability to operate, adjust and maintain settings competently • ICT skills and relevant software • Relevant licences