

Wolverhampton City Council
Role Profile Description
OPSB37A

Date	December 2011
Family	Operations (School based)
Role Profile Level Number	37A
Purpose	
To carry out a range of skilled duties to established standards under general direction/instructions to provide an operational service.	
Role Accountability	End Result
Work - Planning	
Plan and organise work to meet given priorities and co-ordinate with other team members. May be required to advise, instruct and/or supervise a small team.	<ul style="list-style-type: none"> • Priorities met, work complete on time and to set standards • Work timing fits in with team schedule
Work – Operational Service	
Carry out the assigned specialised work to the relevant standards	<ul style="list-style-type: none"> • Work done to set standards of quality, accuracy and time, etc.
Records	
Compile, collate and maintain records as required by the school, educational establishment or Council procedure and relevant regulations and legislation.	<ul style="list-style-type: none"> • Personal records complete, on time • Settings (e.g. temperatures etc) recorded • Environmental protection records completed accurately and on time e.g. emissions • School, educational establishment or Council procedures and relevant regulations and legislation complied with
Health and Safety/Compliance	
Be aware of, interpret and comply 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

Service Delivery	
Report 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
Partners	
Liaise with partners and/or contractors to be aware of their wishes/expectations and facilitate their involvement.	<ul style="list-style-type: none"> • Awareness of customer's 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 – working with team members, discussing issues; giving guidance to L1 and L2 operators • Supervisor – discuss work method, receive and clarify instructions • Customers/public – try to resolve queries and problems; demonstrating sensitivity as required • Partners and Contractors—work directly with them to provide the service 	
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)	
<ul style="list-style-type: none"> • Catering – kitchen conditions, hot/cold, high work volume to complete to strict deadlines; physical handling • Others (e.g. car parks) – outside in all weathers, can be exposed to abuse from public • Parks - Mainly office based with some outside visits to work sites, and occasional hands on work in similar environments to that of staff supervised 	
Procedural Context (creativity, discretion, impact)	
<ul style="list-style-type: none"> • Working to a given pattern with standards and work methods defined. Some initiative possible 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 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"> • May involve cash handling • May be required to advise, instruct and/or supervise a small team 	

Skills, Knowledge and Qualifications
<ul style="list-style-type: none"> • Thorough understanding of the rules and regulations applicable to the service, • NVQ3 or similar • Knowledge of chemicals/pesticides used in the work situations by the teams and their safe use and application circumstances • Planning and financial management capability to prepare work programmes and control expenditure
Equipment Operated and Essential Skills
<ul style="list-style-type: none"> • Knowledge of complex plant and equipment/machinery and the ability to advise team members on safe operation, and to adjust and maintain settings competently • ICT skills and relevant software • Relevant licences