

**Wolverhampton City Council**  
**Role Profile Description**  
**OPSB37S**

<b>Date</b>	<b>December 2011</b>
<b>Family</b>	<b>Operations (School based)</b>
<b>Role Profile Level Number</b>	<b>37S</b>
<b>Purpose</b>	
To carry out a range of skilled duties to established standards under general direction/instructions to provide an operational service; and supervise a team.	
<b>Role Accountability</b>	<b>End Result</b>
<b>Work - Planning</b>	
Plan and organise own and team's work to meet given priorities.	<ul style="list-style-type: none"> <li>Priorities met, team's work complete on time and to set standards</li> </ul>
<b>Work – Operational Service</b>	
Carry out the assigned specialised work to the relevant standards,	<ul style="list-style-type: none"> <li>Work done to set standards of quality, accuracy and time, etc.</li> </ul>
<b>Records</b>	
Compile, collate, maintain and check records as required by the school, educational establishment or Council procedure and relevant regulations and legislation.	<ul style="list-style-type: none"> <li>Personal and team records complete, on time</li> <li>Settings (e.g. temperatures etc) recorded</li> <li>Environmental protection records completed accurately and on time e.g. emissions</li> <li>School, educational establishment or Council procedures and relevant regulations and legislation complied with</li> </ul>
<b>Health and Safety/Compliance</b>	
Ensure team complies with H&S and other relevant regulations and legislation.	<ul style="list-style-type: none"> <li>Safe working for self and others</li> <li>Audits/checks undertaken</li> <li>Compliance with relevant regulations and legislation</li> <li>Non compliance referred to manager</li> </ul>

<b>Service Delivery</b>	
Respond to any incidents and problems encountered in work situations, taking corrective action to resolve them if possible.	<ul style="list-style-type: none"> <li>• Line management aware of situations promptly</li> <li>• Corrective actions taken to resolve problems</li> <li>• Breakdowns and deficiencies recorded and reported</li> </ul>
Carry out work sensitively and safely and to codes of practice.	<ul style="list-style-type: none"> <li>• Codes of practice adhered to</li> </ul>
<b>People Management</b>	
Supervise and delegate the work of the team, escalating HR performance issues appropriately.	<ul style="list-style-type: none"> <li>• Achievement of team's objectives and standards</li> <li>• HR issues addressed/actioned</li> </ul>
<b>Partners</b>	
Liaise with partners and/or contractors; be aware of their wishes/expectations and facilitate their involvement.	<ul style="list-style-type: none"> <li>• Awareness of customers expectations</li> <li>• Satisfactory work by partner and contractor</li> </ul>
<b>Nature of Contacts and Relationship (who and the nature of the communications)</b>	
<ul style="list-style-type: none"> <li>• Team – allocating work/directing team members</li> <li>• Supervisor – discuss work method, receive and clarify instructions for the team</li> <li>• Customers/public – try to resolve queries and problems; demonstrating sensitivity as required</li> <li>• Partners and Contractors - working with them to provide the service</li> </ul>	
<b>Working Environment Context (disruption, physical, disagreeable, health and safety aspects)</b>	
<ul style="list-style-type: none"> <li>• Catering – kitchen conditions, hot/cold, high work volume to complete to strict deadlines; physical handling</li> <li>• Others (e.g. car parks) – outside in all weathers, can be exposed to abuse from public</li> <li>• Parks - Mainly office based with some outside visits to work sites, and occasional hands on work in similar environments to that of staff supervised</li> </ul>	
<b>Procedural Context (creativity, discretion, impact)</b>	
<ul style="list-style-type: none"> <li>• 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</li> </ul>	

<b>Planning Requirement</b>
<ul style="list-style-type: none"> <li>• Plan and organise own and team's work on a weekly basis</li> <li>• React to changing conditions (ad hoc)</li> </ul>
<b>Key Facts and Figure Ranges (include likely size of any team managed)</b>
<ul style="list-style-type: none"> <li>• May involve cash handling</li> </ul>
<b>Skills, Knowledge and Qualifications</b>
<ul style="list-style-type: none"> <li>• Thorough understanding of the rules and regulations applicable to the service,</li> <li>• NVQ3 or similar</li> <li>• Knowledge of chemicals/pesticides used in the work situations by the teams and their safe use and application circumstances</li> <li>• Planning and financial management capability to prepare work programmes and control expenditure</li> <li>• Supervisory capability</li> </ul>
<b>Equipment Operated and Essential Skills</b>
<ul style="list-style-type: none"> <li>• Knowledge of complex plant and equipment/machinery and the ability to advise team members on safe operation, and to adjust and maintain settings competently</li> <li>• ICT skills and relevant software</li> <li>• Relevant licences</li> </ul>