

Wolverhampton City Council
Role Profile Description
OPSB40A

Date	December 2011
Family	Operations (School Based)
Role Profile Level Number	40A
Purpose	
To supervise the work of a team (or teams) to deliver a service to the agreed standards in a school or educational establishment.	
Role Accountability	End Result
Work - Planning	
Plan and organise the work of the team so it is completed within the given time.	<ul style="list-style-type: none"> • Work scheduled to fit timetable • Work completed on time • Changes in circumstances allowed for
Work – Monitor and Control	
Monitor and control the ongoing work so it is done to the set standards and specification and within budget.	<ul style="list-style-type: none"> • Work done to applicable standards inc. quality • Sub-standard work corrected • Costs kept within budget
Resources – People, Plant and Materials	
Identify, request and organise the resources necessary to carry out the work programme and deploy them effectively.	<ul style="list-style-type: none"> • Correct plant and materials available when needed • Staff (inc. sub-contractors) usefully employed • Sufficient resources on site for work
Records and Reports	
Maintain and submit relevant records as laid down by school / establishment or Council procedure, present reports as required.	<ul style="list-style-type: none"> • All necessary records complete and accurate • Key issues flagged • Reports given to meetings • School / educational establishment or Council procedures complied with

People Management	
Lead, train, motivate and manage the performance of staff and sub-contractors.	<ul style="list-style-type: none"> • Achievement of work objectives by team • Team members have skills to do tasks • Support to recruitment process
Health and Safety/Compliance	
<p>Audit the work to ensure compliance with the relevant regulations and procedures.</p> <p>Carry out appropriate risk assessments, implement any necessary H&S procedures and deal with any accidents or incidents.</p>	<ul style="list-style-type: none"> • Safe working by team • Plant and equipment used safely • Compliance with the relevant regulations and school / educational establishment or Council practice
Service Delivery	
Work with Headteacher / SLT to identify and resolve any problems so work can progress satisfactorily.	<ul style="list-style-type: none"> • Initial action/response taken to address problems • Headteacher / Senior Leadership Team / Governing Body made aware of issues promptly
Nature of Contacts and Relationship (who and the nature of the communications)	
<ul style="list-style-type: none"> • Teams – motivate, encourage, control the work of staff including the application of the first level of IPA (performance management) and disciplinary processes • Headteacher / Senior Leadership Team – discussion of requirements, associated problems, and suggestions for solutions • Colleagues, pupils and their families or carers and members of the public – try to resolve queries and problems; • May involve direct contact with the Governing Body • 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 – kitchen conditions, hot/cold, high work volume to complete to strict deadlines; physical handling • Others– outside in all weathers, can be exposed to abuse • Mainly office based with some occasional outside hands on work in similar environments to that of staff supervised 	

Procedural Context (creativity, discretion, impact)
<ul style="list-style-type: none"> • Broad procedural framework with established work methods. Can amend work order/method to achieve best results and meet timetable, and co-ordinates the work of the team • Expected to modify the programmes to suit the particular circumstances such as weather conditions, changes in resources available, equipment breakdown, etc; resolve shorter term work schedules
Planning Requirement
<ul style="list-style-type: none"> • Plan and schedule work over the next few weeks and look ahead on a broad view for several weeks or a few months
Key Facts and Figure Ranges (include likely size of any team managed)
<ul style="list-style-type: none"> • Staff, up to 15
Skills, Knowledge and Qualifications
<ul style="list-style-type: none"> • Thorough understanding of the rules and regulations applicable to the service, with supervisory and planning capability • 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 • People management capability
Equipment Operated and Essential Skills
<ul style="list-style-type: none"> • Computer, basic ICT skills • Catering – fully competent in the use of all kitchen and catering equipment • Grounds maintenance – general knowledge of the equipment used by the teams by not necessarily skilled in the use of all equipment that the team has