

Wolverhampton City Council
Role Profile Description
OPSB40S

Date	December 2011
Family	Operations (School Based)
Role Profile Level Number	40S
Purpose	
To supervise and/or manage the work of a team/s or contracts to deliver a service to the agreed standards and/or specifications in a school or educational establishment.	
Role Accountability	End Result
Work Planning	
Plan and organise the work of the team/s so it is completed within the given timescales, standards and/or specifications.	<ul style="list-style-type: none"> • Work completed to set standards • Service Area delivered to appropriate standards and or specifications
Work – Monitor and Control	
Monitor and control the ongoing work so it is done to the set standards and/or specification and within budget.	<ul style="list-style-type: none"> • Work done to applicable standards including quality • Sub-standard work identified and remedial action taken • 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 and efficiently.	<ul style="list-style-type: none"> • Correct people/plant/equipment and materials available when needed • Staff (including sub-contractors) effectively and efficiently deployed
Records and Reports	
Maintain and submit relevant records as laid down by the school / establishment or Council procedures (and, where necessary, legislation) and present reports as required.	<ul style="list-style-type: none"> • All necessary records completed and accurate • Key issues identified and, where appropriate, remedial action taken and/or escalated to the appropriate level

	<ul style="list-style-type: none"> • Reports prepared and presented at meetings • School / educational establishment or Council procedures and legislation 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 to standards by team • Team members have skills to do tasks • People Management carried out to the school / educational establishment or Council procedures
Health and Safety/Compliance	
<p>Audit the work and take appropriate remedial action to ensure compliance with the relevant regulations and procedures.</p> <p>Carry out appropriate risk assessments, implement any necessary H&S procedures; deal with any accidents or incidents.</p>	<ul style="list-style-type: none"> • Safe working by team/s (sub-contractors) • Plant/equipment and material used safely • Compliance with the relevant legislation and the school / educational establishment or Council procedures • Where necessary appropriate remedial action/investigation carried out
Service Delivery	
Work with Headteacher / SLT/contractors/partners 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 / SLT / 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"> • Team/s – motivate, encourage, manage the work of staff including, where appropriate, the application of the school / establishment or Council procedures • Headteacher / SLT/partners/contractors – discussion of requirements, associated problems, and suggestions for solutions • Senior Management of other establishments and some limited contact with members of the governing body
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 for some roles • May involve sitting for long periods of time in vehicle • Mainly inside, but need to visit various locations both internal and external with associated travelling
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; co-ordinates the work of the team/s • Expected to modify the programmes to suit particular circumstances e.g. 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 (being looked at internally)

Skills, Knowledge and Qualifications
<ul style="list-style-type: none">• Thorough understanding of the school / educational establishment or Council procedures and regulations applicable to the service, with supervisory and planning capability• Appropriate NVQ3 or similar and/or equivalent knowledge/experience/skills• Relevant specialist knowledge of equipment/plant/materials used in work situations by the team/s and their safe use• Planning and financial management capability to prepare work programmes and control expenditure• People management capability and supervisory expertise
Equipment Operated and Essential Skills
<ul style="list-style-type: none">• ICT skills• Fully competent in the use appropriate plant/materials/equipment