

Wolverhampton Council
Role Profile Description
OPSB50

Date	June 2010
Family	Operations (School based)
Role Profile Level Number	50
Purpose	
To plan and organise the provision of an operational service within the section and/or area to meet given standards/specifications and performance indicators.	
Role Accountability	End Result
Work - Planning	
Plan, organise and manage the delivery of the operational service to achieve the established service standards.	<ul style="list-style-type: none"> • Appropriate plans and schedules planned and delivered • Work complete to SLA's/PI's/specifications • Work standards achieved • Work appropriately allocated to teams
Resources	
Identify, request, source and deploy the resources necessary to deliver the service.	<ul style="list-style-type: none"> • Timely resource requests submitted • Agreed resources available when needed • Resources effectively deployed
Records and Reports	
Compile and submit/present records and reports as required by the Councils procedures, management requirements and where necessary legislation.	<ul style="list-style-type: none"> • Records/reports accurately completed on time • All relevant data completed and timely
Plans and Budgets	
Contribute to the development of annual plans, budgets and targets (SLA's) for the service; monitor and control costs/income to target levels.	<ul style="list-style-type: none"> • Timely plans and budgets • Costs controlled within budget and where necessary appropriate remedial action taken • Income achieved on budget • Appropriate SLA's where appropriate specifications agreed

People Management	
Lead, train, motivate and manage the performance of staff and sub-contractors.	<ul style="list-style-type: none"> • Skilled and capable staff • Achievement of performance objectives • School, educational establishment or Council policies implemented
Compliance	
Assess and make due allowance for risks and control the operation of the service area to comply with all relevant legislation and the Council's procedures.	<ul style="list-style-type: none"> • Risk effectively managed • Incidents reported and actioned • Staff aware of obligations • Compliance with relevant school, educational establishment or Council procedures and legislation
Service Delivery	
Work with customers/partners/contractors and other <i>stakeholders</i> to identify and resolve any problems or queries with the provision of the service and promote the service.	<ul style="list-style-type: none"> • Queries/complaints promptly resolved • Major issues promptly escalated • Satisfied customers/partners/contractors and stakeholders • Service promoted effectively
Identify, monitor and propose ways of improving the standards and efficiency of the service, increasing income and reducing costs.	<ul style="list-style-type: none"> • Sound proposals for improvements • Proposals for additional income and cost savings • Implementation of agreed changes
Nature of Contacts and Relationship (who and the nature of the communications)	
<ul style="list-style-type: none"> • Staff – Motivate, support and manage staff with responsibility for full application of the Council's procedures. Customers/partners/contractors and other stakeholders – receive, resolve and respond to queries, complaints and contacts; also to discuss approaches to develop and improve the service with a focus on promoting the service • Contact with members and senior management 	
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)	
<ul style="list-style-type: none"> • Mainly inside, but need to visit various establishments both internal and external with associated travelling 	
Procedural Context (creativity, discretion, impact)	
<ul style="list-style-type: none"> • Working within the Council policy guidelines, legislation and inputting to the definition of SLAs and, where appropriate, contract specifications; and contributing to internal business development • Amends/develops procedures to improve quality, working processes and service delivery 	

Planning Requirement
<ul style="list-style-type: none"> • Plan work over several months to a year ahead and contribute to annual plans/budgets and link longer term plans to budget
Key Facts and Figure Ranges (include likely size of any team managed)
<ul style="list-style-type: none"> • Staff – up to 80 (to resolve internally) • Budget – up to £100k
Skills, Knowledge and Qualifications
<ul style="list-style-type: none"> • Relevant vocational qualifications or equivalent experience • Thorough understanding of the regulations, legislation and procedures applicable to the service and able to interpret them in relevant situations and explain their application to staff • Business understanding and financial management
Equipment Operated and Essential Skills
<ul style="list-style-type: none"> • ICT skills