

**Wolverhampton City Council**  
**Role Profile Description**  
**OPSB60**

<b>Date</b>	<b>June 2010</b>
<b>Family</b>	<b>Operations (School based)</b>
<b>Role Profile Level Number</b>	<b>60</b>
<b>Purpose</b>	
To plan, control, develop and manage the provision of an operational service to agreed SLAs, objectives and budgets in accordance with the relevant legislation and regulations.	
<b>Role Accountability</b>	<b>End Result</b>
<b>Operational Planning and Control</b>	
Plan and organise (jointly with partners where appropriate) the service and operations to deliver to the agreed corporate/service objectives, SLAs, KPIs and contractual specifications.	<ul style="list-style-type: none"> <li>• Work done to SLA's and contractual specifications</li> <li>• Plans implemented and KPIs met</li> <li>• Effective partnerships</li> </ul>
<b>Strategic Planning</b>	
Contribute to corporate plans and objectives.	<ul style="list-style-type: none"> <li>• Corporate priorities delivered</li> </ul>
<b>Resources</b>	
Plan the resources necessary to deliver the service plan and organise their sourcing, procurement and deployment.	<ul style="list-style-type: none"> <li>• Necessary resources identified</li> <li>• Resources available when needed</li> <li>• Resources effectively utilised</li> </ul>
<b>Plans and Budgets</b>	
Prepare, submit for approval and manage agreed business plans and budgets for the service.	<ul style="list-style-type: none"> <li>• Timely plans and budgets</li> <li>• Plans and budgets agreed as per school, education establishment and Council procedure</li> <li>• Costs managed within budget</li> <li>• Income stream achieved</li> </ul>
<b>People Management</b>	
Lead, develop, motivate and manage the performance of all staff.	<ul style="list-style-type: none"> <li>• Skilled and capable staff</li> <li>• Achievement of performance objectives</li> <li>• School, educational establishment, Council HR policies implemented</li> </ul>

<b>Compliance</b>	
Control the operation of the service so risks are properly assessed and taken into account; and all relevant regulations and Council governance arrangements and procedures are complied with.	<ul style="list-style-type: none"> <li>• Risks appropriately managed</li> <li>• Incidents effectively managed</li> <li>• Staff aware of own obligations</li> <li>• Compliance with relevant regulations, legislation and school, educational establishment, Council procedures</li> </ul>
<b>SLAs/Contracts</b>	
Prepare, define and agree with the customer the relevant SLAs for the service.	<ul style="list-style-type: none"> <li>• Appropriate SLAs and contracts agreed and delivered</li> <li>• Customer support for SLAs</li> </ul>
Specify and manage procurement contracts to support the service provider.	<ul style="list-style-type: none"> <li>• Business objectives met</li> </ul>
<b>Service Delivery</b>	
Create effective relationships with customers and stakeholders to develop partnerships, resolve service issues and promote the service.	<ul style="list-style-type: none"> <li>• Partnership working promoted and managed</li> <li>• Queries/complaints promptly dealt with</li> <li>• Service delivered effectively and standards and statutory requirements met</li> <li>• Service delivered within budget</li> <li>• Satisfied customers</li> </ul>
Identify, propose and implement approved service improvement initiatives and business development opportunities.	<ul style="list-style-type: none"> <li>• Service improvements identified</li> <li>• Service improvements implemented and standards met</li> <li>• Business opportunities implemented</li> <li>• Income stream enhanced</li> <li>• Business development supports corporate priorities</li> </ul>
<b>Reports</b>	
Commission and co-ordinate the production of reports and recommendations on areas of responsibility.	<ul style="list-style-type: none"> <li>• Develop strategy to improve service delivery</li> <li>• Comply with corporate governance</li> </ul>
<b>Nature of Contacts and Relationship (who and the nature of the communications)</b>	
<ul style="list-style-type: none"> <li>• Internal – motivate and manage staff who may be dispersed; working with all services across the Council, promoting the service and influencing decisions</li> <li>• Members—develop and manage relationships</li> <li>• External – develop and manage relationships and partnerships to meet service objectives; discuss/agree proposals</li> <li>• Negotiations with unions</li> <li>• Representing the Council</li> </ul>	

<b>Working Environment Context (disruption, physical, disagreeable, health and safety aspects)</b>
<ul style="list-style-type: none"> <li>Mainly inside, but need to visit various establishments both internal and external with associated travelling</li> </ul>
<b>Procedural Context (creativity, discretion, impact)</b>
<ul style="list-style-type: none"> <li>Works generally within the overall policy framework and inputs to development of policy and strategy. Prepares definition of the SLAs and contracts for the service and identifies potential for business improvement</li> </ul>
<b>Planning Requirement</b>
<ul style="list-style-type: none"> <li>Prepares annual plans, budgets, and reports and medium/longer term business plans and forecasts</li> </ul>
<b>Key Facts and Figure Ranges (include likely size of any team managed)</b>
<ul style="list-style-type: none"> <li>Staff and associated budget (income and expenditure)</li> </ul>
<b>Skills, Knowledge and Qualifications</b>
<ul style="list-style-type: none"> <li>Relevant vocational qualifications or equivalent experience</li> <li>Thorough understanding of the Council's framework, legislative regulations and policy and how to interpret and/or modify them to suit the needs of the service</li> <li>Capable of identifying and developing business opportunities</li> <li>Negotiation/persuasion skills</li> </ul>
<b>Equipment Operated and Essential Skills</b>
<ul style="list-style-type: none"> <li>Computer – ICT and relevant software programmes</li> </ul>