

Wolverhampton City Council
Role Profile Description
OPSB65

Date	December 2011
Family	Operations (School Based)
Role Profile Level Number	65
Purpose	
Overall responsibility for the planning, control and leadership of a specialised operational service to develop and meet agreed business plans.	
Role Accountability	End Result
Operational Planning and Control	
Formulate, propose and gain approval for annual and longer term strategies, business plans and budgets for the school/educational establishment	<ul style="list-style-type: none"> • Service plans and budgets agreed within school/educational establishment budget schedule • Business objectives and plans agreed • Short, medium and longer term issues identified. • Anticipated future trends in order to plan effectively.
Strategic Planning	
Contribute to corporate plans and objectives.	<ul style="list-style-type: none"> • Corporate priorities delivered
Resources	
Identify, manage and deploy the resources available for the service to meet its objectives within corporate and/or organisational constraints	<ul style="list-style-type: none"> • Resources specified • Available resources managed to deliver agreed objectives • Workforce planning risk identified
Plans and Budgets	
Prepare, submit for approval and manage agreed business plans and budgets for the school/educational establishment.	<ul style="list-style-type: none"> • Timely plans and budgets • Plans and budgets agreed as per Council procedure • Costs managed within budget • Income stream achieved
People Management	
Lead, develop, motivate and manage the performance of all staff.	<ul style="list-style-type: none"> • Skilled and capable staff • Achievement of performance objectives

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

<ul style="list-style-type: none"> Representing the Council
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"> 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
Planning Requirement
<ul style="list-style-type: none"> Prepares annual plans, budgets, and reports and medium/longer term business plans and forecasts
Key Facts and Figure Ranges (include likely size of any team managed)
<ul style="list-style-type: none"> Staff – up to 40 (to resolve internally) Budget up to £5m:
Skills, Knowledge and Qualifications
<ul style="list-style-type: none"> Relevant professionally qualified at (post graduate level*) or relevant equivalent knowledge and experience Experienced manager of diverse teams. Detailed knowledge and understanding of the Council's governance Knowledge of government's operations and regulatory requirements. Current knowledge of best practice and technical skills, technologies and market conditions in the appropriate discipline
Equipment Operated and Essential Skills
<ul style="list-style-type: none"> Computer – ICT and relevant software programmes