

Wolverhampton City Council
Role Profile Description
TESB10

Date	December 2011
Family	Technical (School Based)
Role Profile Level Number	10
Purpose	
Carry out technical work as part of a team, to well defined standards and procedures, under supervision in a school or educational establishment setting.	
Role Accountability	End Result
Planning	
Organise own work to complete set tasks.	<ul style="list-style-type: none"> • Service or project/task objectives met • Colleagues and pupils supported
Work - Technical	
Undertake technical tasks as required, on systems, processes, data and equipment.	<ul style="list-style-type: none"> • Duties completed as instructed • Systems and processes are up to date and accurate • Potential problems identified and reported • Equipment functioning as required in order for the service to be delivered
Work - Information	
Carry out technical work using data collected, to complete own tasks and assist project activity.	<ul style="list-style-type: none"> • Work completed on time and to standard • Obligations fulfilled • Colleagues and Pupil expectations met

Work – Support	
Maintain equipment, systems and processes, including databases.	<ul style="list-style-type: none"> • Accurate data and reporting to support school or establishment business objectives • Safe and serviceable equipment • Potential problems identified and reported
Service Delivery	
Provide basic advice and information to colleagues and pupils in relation to technical issues, from own knowledge of possible solutions.	<ul style="list-style-type: none"> • Clear and accurate advice and information provided • Non-routine issues referred for resolution
Compliance	
Collect relevant data/measurements to assess compliance with statutory requirements/codes of practice and agreed standards.	<ul style="list-style-type: none"> • Checks completed on time to set procedures and standards • Non-compliance identified and recorded • Colleagues and Pupil expectations met/managed through identified and agreed processes to ensure the correct result
Resources	
May be responsible for appropriate use and security of relevant equipment.	<ul style="list-style-type: none"> • Equipment used appropriately in accordance with School / Establishment or Council procedures
Nature of Contacts and Relationship (who and the nature of the communications)	
<ul style="list-style-type: none"> • Team – share information and ideas • Headteacher / teaching and non-teaching colleagues – receive work instruction and refer problems • Colleagues, pupils members of the Governing Body – receive queries and provide information in response • Colleagues in own and other schools or establishments or council departments • May have contact externally. Contact is to gather or exchange information and give/receive guidance 	

Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
<ul style="list-style-type: none"> • Normally office based, largely on a single school or establishment site. Work is carried out in a controlled, low risk environment • Some work may occur off-site and may require wearing of safety equipment
Procedural Context (creativity, discretion, impact, concentration)
<ul style="list-style-type: none"> • Work is closely supervised and limited discretion is required • Creativity is not a basic feature of the work. The impact of the role may be internal and external, with problem issues easily resolved
Planning Requirement
<ul style="list-style-type: none"> • Works under close supervision, guidance and assistance being readily available
Key Facts and Figure Ranges (include likely size of any team managed)
<ul style="list-style-type: none"> • No budget or people responsibility • May handle small amounts of cash (<£100) or larger amounts in non-cash items
Skills, Knowledge and Qualifications
<ul style="list-style-type: none"> • Numerate and literate • ICT literate • Knowledge of own work area
Equipment Operated and Essential Skills
<ul style="list-style-type: none"> • Equipment operated with full training provided and supervision where appropriate • May be required to drive and use vehicles in accordance with the School / Establishment or Council policy