

Wolverhampton City Council
Role Profile Description
TESB30A

Date	December 2011
Family	Technical (School Based)
Role Profile Level Number	30A
Purpose	
To provide technical/professional support through own actions in a particular work discipline in a school or educational establishment setting.	
Role Accountability	End Result
Planning	
Plan and organise own work to meet set deadlines	<ul style="list-style-type: none"> • Project/service delivered on time • Targets and objectives and, where appropriate, SLAs met • Recommendations made within their technical discipline enabling decision making
Work - Information	
Obtain, assess and analyse difficult information to carry out technical work to resolve and/or refer appropriately.	<ul style="list-style-type: none"> • Data accurately recorded • Analysis and conclusions to assist own decision making • Service standards are maintained, anomalies identified and resolved where appropriate
Work - Solutions	
Contribute to the design of and deliver individual projects and/or programs; plan their implementation and manage their delivery.	<ul style="list-style-type: none"> • Practical, effective projects/programs solutions delivered • Specifications/standards achieved • Difficult decisions resolved • Complex decisions escalated

Work - Support	
Maintain equipment, systems and processes, including databases and provide technical support/advice on their use/application.	<ul style="list-style-type: none"> • Informed decision making enabled • Accurate data available • Users appropriately trained and major problems escalated
Service Delivery	
Provide interactive/proactive guidance on policy/process and standards	<ul style="list-style-type: none"> • Appropriate advice given • Necessary solutions agreed • Appropriate standards complied
Compliance	
Assess and ensure compliance with appropriate policies/regulations and standards	<ul style="list-style-type: none"> • Regulations complied with appropriately • Technical/operational risks managed. • Headteacher / SLT aware of obligations, actions needed to comply and consequences of non compliance
Reports	
Compile and deliver/distribute reports of work/projects undertaken, conclusions and recommendations in self-generated or pre-set formats.	<ul style="list-style-type: none"> • Accurate reports delivered on time • Issues clearly summarised, progress and implications reported
People Management	
Give technical guidance, support to team members, internal and external.	<ul style="list-style-type: none"> • Team's technical competence and objectives supported
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 or establishment's 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 be first point of contact to provide advice and guidance Some contact with statutory bodies to gather data or information as a basis for specialised technical, advice and guidance • Some work with contractors may be required to ensure delivery
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
<ul style="list-style-type: none"> • Some unsocial hours to deal with issues, emergencies or disasters • Some office based, and on more than one school or establishment site. Some work may occur off site and may require wearing of safety equipment • Possible confrontational situations • Some pressure to meet deadlines
Procedural Context (creativity, discretion, impact, concentration)
<ul style="list-style-type: none"> • Produces solutions from relevant analysis, within guidelines and policies. • An element of discretion and creativity may be needed to provide solutions to problems • May have some impact internally and externally and take time/effort/trouble to remedy • Periods of concentration when gathering, analysing the information for resolution of issues and/or producing reports
Planning Requirement
<ul style="list-style-type: none"> • May contribute to defining own targets, and will produce reports on progress, flagging areas that are not on track • Limited degree of freedom as to method of analysis and action taken

Key Facts and Figure Ranges (include likely size of any team managed)
<ul style="list-style-type: none"> • No formal management or budgetary responsibility • May handle small amounts of cash or larger amounts in non-cash items
Skills, Knowledge and Qualifications
<ul style="list-style-type: none"> • Technical ability and/or working towards a specialised vocational qualification and/or appropriate technical qualification – or relevant knowledge and experience • May need up-to-date knowledge of legislation and standards affecting own area of work, and good knowledge of school or establishment and Council services and operations
Equipment Operated and Essential Skills
<ul style="list-style-type: none"> • May use specialised software at an advanced level, and develop own applications • May also use specialised testing or analysis tools or equipment, as required. • May be required to drive and use vehicles in accordance with the school or establishment / Council policy