Wolverhampton City Council
Role Profile Description
CA50A

Date	**October 2010**
Family	**Clerical and Administration**
Role Profile Level Number	**50A**
Purpose	
To organise operational delivery of specialist administrative or clerical services on a day-to-day basis.	
Role Accountability	**End Result**
Planning	
Organise the availability of resources including equipment, budget, people and systems to support specialist activity.	• Delivery of optimum levels of customer service at all times • Efficient allocation of resource
Contribute to the development of departmental service plan.	• Meeting of performance objectives • Effective meeting of stakeholder need
Reporting	
Analyse and interpret data and make limited changes and recommendations to senior management for process and performance improvement.	• Senior management informed and advised of improvement opportunities • Improvement of process efficiency and quality of service
Finance	
Contribute to the planning of expenditure for individual projects.	• Prioritisation of requirements and allocation of funds to meet objectives
People Management	
Contribute to team working. Provides instruction and on the job training to colleagues. May allocate and check work of colleagues in the same work area.	• Effective team-work and support to colleagues
Compliance	

Control the work carried out to ensure compliance with all regulatory and policy guidelines.	• Data is secured and retained in accordance with data protection and freedom of information requirements • Monies reach correct destinations on schedule • Health & Safety compliance assured • Minimal number of non-compliance incidents ▪ Staff aware of obligations
Service Delivery and Improvement	
Contribute to initiatives to improve business processes.	• Meeting of stakeholder requirements • Efficient and timely service delivery
Make day to day, real time service decisions.	• Provision of customer service to required standard
Implement Service Level Agreements	• Standards of service defined
Relationships and Partners	
Maintain, monitor, and review relations with internal and external customers and partners and represent the service.	▪ Good feedback • Co-operation from others • Partnership working developed and maintained • Resolve operational issues • Issues with partners escalated
Contribute to continuous business improvement.	• Optimal efficiency of processes • Effective meeting of stakeholder needs
Plan, communicate and coach for change	• Successful and efficient implementation of change • Buy-in and staff commitment to change

Nature of Contacts and Relationship (who and the nature of the communications)
• Communication with internal and external customers and partners and contact with senior managers and elected Members • May involve dealing with difficult service users with escalated issues
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
• Office or public building based
Procedural Context (creativity, discretion, impact)
• May include financial reconciliation • Some decision making on operational issues • Deals with escalated issues • Act within legislative and procedural guidelines • Contribute to the development of internal Service Level Agreements
Planning Requirement
• Day-to-day resource management and weekly work planning • Contributes to service and business planning
Key Facts and Figure Ranges (include likely size of any team managed)
• Contribute to team working. Provides instruction and on the job training to colleagues. May allocate and check work of colleagues in the same work area.
Skills, Knowledge and Qualifications
• Relevant NVQ4 or equivalent qualifications desirable • Experience of implementing change desirable • Understanding of how to deal with customers to required standards of service • Full working knowledge of processes, procedures and systems within area of operation • Knowledge of service provided in own area and service specific guidelines • Knowledge of multiple services desirable • Understanding to effectively investigate records and data to answer queries
Equipment Operated and Essential Skills
• Thorough working knowledge of relevant software packages (e.g. Microsoft Word, Excel)