Wolverhampton City Council
Role Profile Description
OP37S

Date	**December 2011**
Family	**Operations**
Role Profile Level Number	**37S**
Purpose	
To carry out a range of skilled duties to established standards under general direction/instructions to provide an operational service; and supervise a team.	
Role Accountability	**End Result**
Work - Planning	
Plan and organise own and team's work to meet given priorities.	• Priorities met, team's work complete on time and to set standards
Work – Operational Service	
Carry out the assigned specialised work to the relevant standards,	• Work done to set standards of quality, accuracy and time, etc.
Records	
Compile, collate, maintain and check records as required by Council procedure and relevant regulations and legislation.	• Personal and team records complete, on time • Settings (e.g. temperatures etc) recorded • Environmental protection records completed accurately and on time e.g. emissions • Council procedures and relevant regulations and legislation complied with
Health and Safety/Compliance	
Ensure team complies with H&S and other relevant regulations and legislation.	• Safe working for self and others • Audits/checks undertaken • Compliance with relevant regulations and legislation • Non compliance referred to manager

Service Delivery	
Respond to any incidents and problems encountered in work situations, taking corrective action to resolve them if possible.	• Line management aware of situations promptly • Corrective actions taken to resolve problems • Breakdowns and deficiencies recorded and reported
Carry out work sensitively and safely and to codes of practice.	• Codes of practice adhered to
People Management	
Supervise and delegate the work of the team, escalating HR performance issues appropriately.	• Achievement of team's objectives and standards • HR issues addressed/actioned
Partners	
Liaise with partners and/or contractors; be aware of their wishes/expectations and facilitate their involvement.	• Awareness of customers expectations • Satisfactory work by partner and contractor

Nature of Contacts and Relationship (who and the nature of the communications)
• Team – allocating work/directing team members • Supervisor – discuss work method, receive and clarify instructions for the team • Customers/public – try to resolve queries and problems; demonstrating sensitivity as required • Partners and Contractors - working with them to provide the service
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
• Catering – kitchen conditions, hot/cold, high work volume to complete to strict deadlines; physical handling • Others (e.g. car parks) – outside in all weathers, can be exposed to abuse from public • Parks - Mainly office based with some outside visits to work sites, and occasional hands on work in similar environments to that of staff supervised

Procedural Context (creativity, discretion, impact)
• Working to a given pattern with standards and work methods defined. Some initiative possible to suggest better work methods, alter order of work and use alternative equipment to get work completed satisfactorily
Planning Requirement
• Plan and organise own and team's work on a weekly basis • React to changing conditions (ad hoc)
Key Facts and Figure Ranges (include likely size of any team managed)
• May involve cash handling
Skills, Knowledge and Qualifications
• Thorough understanding of the rules and regulations applicable to the service, • NVQ3 or similar • Knowledge of chemicals/pesticides used in the work situations by the teams and their safe use and application circumstances • Planning and financial management capability to prepare work programmes and control expenditure • Supervisory capability
Equipment Operated and Essential Skills
• Knowledge of complex plant and equipment/machinery and the ability to advise team members on safe operation, and to adjust and maintain settings competently • ICT skills and relevant software • Relevant licences