Wolverhampton City Council
Role Profile Description
OP55

Date	**June 2010**
Family	**Operations**
Role Profile Level Number	**55**
Purpose	
To plan and organise and develop an operational service area to meet given standards/specifications and performance indicators.	
Role Accountability	**End Result**
Work Planning	
Plan, organise and manage the delivery of the operational service to achieve the established service standards.	• Appropriate plans and schedules planned and delivered • Work complete to SLA's/PI's/specifications • Work standards achieved • Work appropriately allocated to teams
Resources	
Identify, request, source and deploy the resources necessary to deliver the service.	• Timely resource requests submitted • Agreed resources available when needed • Resources effectively deployed
Records and Reports	
Compile and submit/present records and reports as required by the Councils procedures, management requirements and where necessary legislation.	• Records/reports accurately completed on time • All relevant data completed and timely
Plans and Budgets	
Contribute to the development of annual plans, budgets and targets. Defines Service Level Agreements; monitor and control costs/income to target levels.	• Timely plans and budgets • Costs controlled within budget and where necessary appropriate remedial action taken.

	• Income achieved on budget • Appropriate SLA's where appropriate specifications agreed
People Management	
Lead, train, motivate and manage the performance of staff and sub-contractors.	• Skilled and capable staff • Achievement of performance objectives • Council policies implemented
Compliance	
Assess and make due allowance for risks and control the operation of the service area to comply with all relevant legislation and the Council's procedures.	• Risk effectively managed. • Incidents reported and actioned • Staff aware of obligations • Compliance with relevant Council procedures and legislation
Service Delivery	
Work with customers/partners/ contractors and other *stakeholders* to identify and resolve any problems or queries with the provision of the service and promote the service.	• Queries/complaints promptly resolved • Major issues promptly escalated • Satisfied customers/partners/ • contractors and stakeholders • Service promoted effectively
Identify, propose and implement approved service improvement initiatives and business development opportunities.	• Service improvements identified • Service improvements implemented and standards met • Business opportunities implemented • Income stream enhanced • Business development supports corporate priorities

Nature of Contacts and Relationship (who and the nature of the communications)
• Staff – Motivate, support and manage staff with responsibility for full application of the Council's procedures. Customers/partners/contractors and other stakeholders – receive, resolve and respond to queries, complaints and contacts; also to discuss approaches to develop and improve the service with a focus on promoting the service • Contact with members and senior management

Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
• Mainly inside, but need to visit various establishments both internal and external with associated travelling
Procedural Context (creativity, discretion, impact)
• Works generally within the overall policy framework, but 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
• Plan work over several months to a year ahead and contribute to annual plans/budgets and link longer term plans to budget
Key Facts and Figure Ranges (include likely size of any team managed)
• Staff – up to 80 (to resolve internally) • Budget – up to £100k
Skills, Knowledge and Qualifications
• Technical, vocational or part-professional qualification at vocational degree level or equivalent experience (NVQ 4) • In some areas a registered qualification will a legislative requirement • For people management posts - experience of managing/supervising staff and work allocation • Expert breadth and depth of knowledge regarding the service and relevant legislation • Understanding of budget processes and organisational priorities • Knowledge of inward and outward facing Council issues • Good interpersonal skills including negotiating, conciliating, people management and motivational skills where relevant • Experience of implementing change desirable • Political awareness
Equipment Operated and Essential Skills
• ICT skills