

Wolverhampton City Council

Role Profile Description

CE48

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| Date | September 2024 |
| Family | Customer Engagement |
| Role Profile Level Number | 48 |
| Purpose | |
| To implement and develop an operational service for customers to meet standards and operational budgets and business strategy. | |
| Role Accountability | End Result |
| Planning | |
| Prepare and monitor annual plans for own area and assist with preparation of plans for the service within Wolverhampton City Council policy framework. | <ul style="list-style-type: none">• Approved plans for own area• Data for service longer term plans• Plan's objectives met |
| Operations | |
| Operate the facility/service to established standards, including management of major contracts. | <ul style="list-style-type: none">• Standards met (PI's etc)• Satisfactory customer service feedback• Contribution to City targets |
| Reports and Records | |
| Prepare, provide and present reports on the current and future operations. | <ul style="list-style-type: none">• All reports complete, accurate, on time• Adequate data for forecasting and control• Informed management decisions• Wolverhampton City Council and relevant procedures completed |
| Resources | |
| Assist with budget preparation for service and control expenditure of own area within set budget limits; ensure correct income received, kept secure, and banked. | <ul style="list-style-type: none">• Costs within budget• Support/data to service budget• Income banked |
| People Management | |
| May be required to organise, develop and motivate a very small team of staff and apply the relevant Council procedures and policies. | <ul style="list-style-type: none">• The team is capable of achieving the required outputs |
| Risk Assessment | |
| Control the work carried out to ensure compliance with all regulatory and policy guidelines. | <ul style="list-style-type: none">• Business risks identified and managed• Health and Safety compliance assured• Minimal number of non-compliance incidents• Staff aware of obligations |
| Service Improvement | |
| Develop proposals for improving the service/facility and enhancing income and implement approved schemes. | <ul style="list-style-type: none">• Viable proposals• Improved income stream• Improved service effectiveness |

| Relationships | |
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| Develop and maintain good relationships with Wolverhampton City Council colleagues, Members, customers and external agencies and represent the service. | <ul style="list-style-type: none"> • Good feedback • Co-operation from others • Effective partnerships |

| Nature of Contacts and Relationship (who and the nature of the communications) |
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| <ul style="list-style-type: none"> • Customers – engagement in developing service • Peers and external agency representatives • To take part in discussions and promote Council standpoint • Trade Unions in discussions and procedural framework • Communication with other agencies, elected Members, senior management • May have responsibility for a very small number of staff |
| Working Environment Context (disruption, physical, disagreeable, health and safety aspects) |
| <ul style="list-style-type: none"> • Mainly office based with outside visits |
| Procedural Context (creativity, discretion, impact) |
| <ul style="list-style-type: none"> • Within approved budgets, work within policy framework and regulatory guidelines, standing orders, set standards for service delivery |
| Planning Requirement |
| <ul style="list-style-type: none"> • Develop annual business plan and contributes significantly to three-year service plan |
| Key Facts and Figure Ranges (include likely size of any team managed) |
| <ul style="list-style-type: none"> • May have management responsibility for a very small number of staff • Manage associated budget |
| Skills, Knowledge and Qualifications |
| <ul style="list-style-type: none"> • Management or specialist subject qualification in relevant discipline at degree level or equivalent • Good understanding of the areas controlled; Financial control experience; expertise in dealing with competing issues |
| Equipment Operated and Essential Skills |
| <ul style="list-style-type: none"> • Functional familiarity with equipment used in field • ICT skills |