# Wolverhampton City Council

# Role Profile Description <u>CE48</u>

Family         Customer Engagement           Role Profile Level Number         48           Purpose         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         Frepare and monitor annual plans for own area and assist with preparation of plans for the service within Wolverhampton City Council policy framework.         • Approved plans for own area           Operations         • Standards met (PI's etc)         • Satisfactory customer service feedback contracts.           Operate the facility/service to established standards, including management of major contracts.         • All reports complete, accurate, on time           Reports and Records         • All reports complete, accurate, on time           Prepare, provide and present reports on the current and future operations.         • All reports complete, accurate, on time           • Adequate data for forecasting and control         • Informed management decisions           • Wolverhampton City Council and relevant procedures completed           Resources         • Costs within budget           Assist with budget preparation for service and control expenditure of own area within ste budget limits; ensure correct income received, kept secure, and banked.         • Susport/data to service budget           People Management         • The team is capable of achievin	Date	September 2024
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RelationshipsDevelop and maintain good relationships<br/>with Wolverhampton City Council<br/>colleagues, Members, customers and<br/>external agencies and represent the service.• Good feedback<br/>• Co-operation from others<br/>• Effective partnerships

Nature of Contacts and Relationship (who and the nature of the communications)

- 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)

• Mainly office based with outside visits

Procedural Context (creativity, discretion, impact)

• Within approved budgets, work within policy framework and regulatory guidelines, standing orders, set standards for service delivery

#### Planning Requirement

• Develop annual business plan and contributes significantly to three-year service plan

Key Facts and Figure Ranges (include likely size of any team managed)

- May have management responsibility for a very small number of staff
- Manage associated budget

### Skills, Knowledge and Qualifications

- 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**

- Functional familiarity with equipment used in field
- ICT skills