



# Role Profile

| Job Title:    |                                 |       |     |
|---------------|---------------------------------|-------|-----|
| Reference No. | A4777                           | Type  |     |
| Service       | Education & Children's Services |       |     |
| Job Family    | Para-Professional               | Grade | FC7 |

| Purpose   |
|---|
| <p>To assist the Team Manager (Directorate Operations Team) in ensuring the effective organisation and continuous delivery of a professional high-quality service delivery to educational establishments.</p> <p>To work collaboratively across a range of disciplines including: Transportation, Business Continuity and Emergency Resilience, Risk Management, People, Property, Finance, and Contracts.</p> <p>Key role in developing and monitoring the Directorate's approach to compliance with regulations and procedures overall, as well as in identified areas of responsibility.</p> |

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| <b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken: | <b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility | E | D |
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| <p>Take a lead supporting role in the operational management of contracts and service level agreements across a range of educational establishment services.</p>  | <p>(Expected behaviour - See 'How We Work Matters' Framework).</p> <p>Ability to provide an efficient and effective service.</p>  | <p>✓</p> <p>✓</p>                                     |  |
| <p>Management of Education and Children's Service contracts and Service Level Agreements.</p> <p>Taking the lead for the directorate to liaise with internal and external providers to ensure the delivery of contractual obligations, which includes:</p> <ul style="list-style-type: none"> <li>• collation of data for evaluation</li> <li>• analysis of budgets and spends</li> <li>• management for schedules of work</li> <li>• being the lead contact for all enquiries</li> <li>• management of the contract information</li> </ul> | <p>Communicate openly and effectively.</p> <p>Initiate and manage continuous improvements to ensure contractual obligations are met.</p> <p>Analyse problems and determine creative and practical solutions.</p> <p>Initiate and manage continuous improvement.</p> <p>Look for creative solutions and implement timeously.</p> <p>Educated to SCQF Level 7, which includes HNC or Advanced Highers or equivalent</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> |  |
| <p>Establishing and maintaining appropriate links with internal stakeholders including:</p> <ul style="list-style-type: none"> <li>• Transportation</li> <li>• Risk Management</li> <li>• Corporate Health &amp; Safety</li> <li>• Grounds Maintenance Service</li> <li>• School Estate</li> <li>• Audit Services – monitor action plan progress</li> <li>• Legal</li> </ul>  | <p>Communication Skills (Focus on Customers)</p> <p>Partnership working (Work Together)</p> <p>Excellent team working, negotiation and communication skills.</p> <p>Excellent planning and organisation of work.</p>  | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>                   |  |

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| <ul style="list-style-type: none"> <li>Property Services</li> <li>Procurement</li> <li>Police Scotland</li> </ul>  | <p>Solution focused to guarantee the services of the Directorate are delivered.</p> <p>Have good working relationships with colleagues</p>   | <p>✓</p> <p>✓</p>                   |                            |
| <p>Business Continuity and Emergency Response</p> <ul style="list-style-type: none"> <li>Develop, implement and review management of School Resilience Plans</li> <li>School Closures</li> <li>Emergency Planning</li> <li>Provide advice and support</li> </ul> | <p>Provide a consistent quality of work, make changes and improvement and meet deadlines.</p> <p>Think and act strategically when representing the Directorate.</p> <p>Project Management skills and capabilities.</p> <p>Ability to plan and organise workload.</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> |                            |
| <p>Co-ordination of the Directorates approach to the Policies and Guidance framework</p>   | <p>Awareness of relevant legislation and best practice.</p> <p>Excellent planning and organisation of work.</p>  | <p>✓</p> <p>✓</p>                   |                            |
| <p>Management of Travel Escorts</p>  | <p>Line management experience.</p> <p>Be able to deal with poor performance.</p> <p>Give individuals ownership and responsibility for results.</p> <p>Attendance management experience</p>   | <p>✓</p>                            | <p>✓</p> <p>✓</p> <p>✓</p> |
| <p><b>Operational</b></p> <ul style="list-style-type: none"> <li>Transport of Pupils</li> <li>Risk Assessments for ASN pupils</li> <li>Walking Routes to schools</li> </ul>  | <p>Quick thinking and the ability to work under pressure.</p> <p>Analyse problems and determine creative and practical solutions.</p>  | <p>✓</p> <p>✓</p>                   |                            |

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| <ul style="list-style-type: none"> <li>• Parent Transportation Contracts</li> <li>• Establishment Safety &amp; Security response</li> <li>• CCTV – database, enquiries, quotes</li> <li>• Infection control</li> <li>• Title deeds enquiries</li> <li>• Complaint investigations</li> <li>• Property – compliance, consent forms, responding to building failures and business continuity throughout the school day</li> <li>• Unwanted Fire Alarms Signals/Fire Notifications</li> </ul> | <p>Work on own initiative and as directed by Service Management.</p> <p>Excellent team player with a great worth ethic.</p> <p>Use IT systems effectively to perform improvement in my area of work.</p> | <p>✓</p> <p>✓</p> <p>✓</p> |  |
| <p>Risk Management</p> <ul style="list-style-type: none"> <li>• Audit and Monitor Risk Management compliance across the Directorate, identifying areas for improvement</li> <li>• Support and advice schools to achieve compliance relating to risk management</li> <li>• Attendance at the Operational Risk Management Group</li> </ul>  | <p>Manage change positively.</p> <p>Awareness of relevant legislation and best practice.</p> <p>Communicate openly and effectively.</p>  | <p>✓</p> <p>✓</p> <p>✓</p> |  |
| <p>Attendance at Directorate, Council or external meetings as required</p>  | <p>Provide a consistent quality of work, make changes and improvement and meet deadlines.</p> <p>Think and act strategically when representing the Directorate</p>                                       | <p>✓</p> <p>✓</p>          |  |
| <p>Undertaking all other duties as required for the role. Duties will be in line with the grade.</p>  |  |                            |  |

| Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following: |   |   |   |
|---|---|---|---|
| <b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:     | <b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility | E | D |
| <b>Job Title (Specialists Tasks)</b>  |   |   |   |
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| Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required  |   |
|---|---|
| <p><b>Before confirming appointment:</b> You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.</p> |   |
| <p><b>Additional Information</b> – the following information is available:</p>  | <p><b>Expected Behaviours</b></p>   |
| <ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>  | <p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p> |