

**Manchester City Council
Role Profile**

**School Crossing Patrol, Grade 1
School Crossing Patrol Service, Children and Families
Reports to: School Crossing Manager**

Job Family: Front Line Delivery

Key Role Descriptors:

The roleholder will work as part of the School Crossing team and contribute to provision of a high quality School Crossing service.

The roleholder is responsible for providing a safe crossing location for members of the public

Key Role Accountabilities:

Undertake duties which contribute to the smooth running of the service, sees children and members of the public safely across the road in any given location and in accordance with national guidelines.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

School Crossing Patrol – Key Competencies and Technical Requirements

Behavioural Competencies

- **Teamwork** – Working together helps deliver the best outcomes.
- **Customer Service** – Putting customers at the heart of what we do.
- **Delivery** – Delivery of high quality services is at the heart of what we do.
- **Change** – Improving services and making the most of resources.
- **Pride in Manchester** – Demonstrating pride in our city.

Generic Skills

Communication skills: Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others.

Analytical Skills: Able to identify potential problems or errors when considering responses to situations probe to establish the true position before considering action or advice

Planning and Organising: Provides work on time and to required standard and is capable of prioritising own workload in order to meet deadlines. Ability to clearly prioritise work, set targets for self to demanding timescales.

Problem Solving and Decision Making: Ability to interpret basic rules and guidelines in order to resolve queries

Creative Skills: Ability to find solutions to situations that are presented of a routine nature

Technical requirements (Role Specific)

Willingness to apply for an enhanced disclosure check