Role Description

COMMUNICATION
a) Oral Communication
The role holder frequently receives, understands and conveys straightforward information in a clear and accurate manner. *Example: responding to a range of straightforward queries from students and/or staff.*
b) Written Communication
The role holder frequently receives, understands and conveys straightforward information in a clear and accurate manner. *Example: responding to straightforward enquiries by e-mail, or sending out standard information, or issuing a standard letter.*

TEAM WORK AND MOTIVATION
The role holder is required to participate in and deliver their contribution to a team.
The role holder is required to be supportive and encouraging of others in the team and help to build co-operation by setting an example and showing a flexible approach to delivering team results. They would also contribute to building team morale as an active participant in the team. *Example: offering proactive support to colleagues, or participating in discussions about the organisation of workloads within the team.*

LIAISON AND NETWORKING
The role holder is required to carry out day to day liaison using existing procedures. The purpose of this is to pass on information promptly. They would keep people informed to ensure co-ordination of effort and that work is done effectively. *Example: liaising with staff in other areas of the University in order to complete set tasks.*

SERVICE DELIVERY
The role holder is required to deal with internal or external contacts who ask for service or require information. They would create a positive image of the institution by being responsive and prompt in responding to requests and referring the user to the right person if necessary. Contact is usually initiated by the customer and typically involves tasks with set standards or procedures. *Example: providing a mainly reactive service to support students and members of University staff.*

DECISION MAKING PROCESSES AND OUTCOMES
The role holder is required to take independent decisions which would impact on the immediate area of the role holder's work. *Example: making decisions when to order stationery, or deciding on dates for a meeting.*
The role holder is required to be party to some collaborative decisions and work with others to reach an optimal conclusion. The decision would impact on the immediate area of the role holder's work. *Example: deciding to adapt local procedures with the rest of the work team, or working together to co-ordinate important meetings.*

PLANNING AND ORGANISING RESOURCES
The role holder is required to complete tasks to a given plan with allocated resources. *Example: completing tasks to set timeframes.*
A further important requirement of the role is to plan, prioritise and organise their own work or resources to achieve agreed objectives. *Example: deciding when and how to respond to queries in order to provide an efficient service.*

INITIATIVE AND PROBLEM SOLVING
The role holder is required to solve day to day problems as they arise and choose between a number of options which have clear consequences. They would follow guidelines or refer to what has been done before and recognise when a problem should be referred to others. *Example: dealing with a supplier who is complaining about an outstanding invoice, or dealing with problems occurring whilst organising meetings, booking rooms or making travel arrangements.*

ANALYSIS AND RESEARCH
The role holder is required to establish the facts in situations which require further investigation and inform others if necessary. *Example: establishing the facts of a query, or reporting issues with IT equipment or filing systems to the line manager.*

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Grade 3: Professional Support

A further important requirement of the role is to analyse data or information using predetermined procedures and gathering the information from sources. They would work accurately to complete the task precisely as specified. *Example: running a web report and passing the information on for others to action, or collating data, statistics or information for others to interpret.*

SENSORY AND PHYSICAL DEMANDS
The role holder is required to complete tasks which either would require either a minimum of instruction or light, if any, physical effort. E*xample: using standard office equipment.*

WORK ENVIRONMENT
The role holder is required to work in an environment which is relatively stable and has little impact on the role holder or the way in which work is completed. *Example: working in a stable office environment.*

PASTORAL CARE AND WELFARE
The role holder is required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress. They would initiate the appropriate action by involving relevant people. *Example: showing sensitivity to staff and students.*

TEACHING AND LEARNING SUPPORT
The role holder is required to introduce students or others who are new to the area to standard information or procedures. The role holder does this by providing standard information or delivering teaching or training. *Example: giving tours to new students, or explaining standard procedures to students or other staff.*

KNOWLEDGE AND EXPERIENCE
The role holder is required to have sufficient knowledge or expertise to work on day to day issues in their own area without direct or continuous reference to others. *Example: sound knowledge of procedures or facilities, or knowledge of standard IT packages.*

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