

Grade 6: Professional Support

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.*

The role holder receives, understands and conveys information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others. *Example: explaining a policy or procedure to those who are unfamiliar with it, or explaining course requirements and options to students.*

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.*

The role holder receives, understands and conveys information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others. *Example: compiling an agenda, or writing up minutes from meetings, or drafting a factual report.*

TEAM WORK AND MOTIVATION

The role holder is required to be supportive and encouraging of others in a team. They would help to build co-operation by setting an example and showing a flexible approach to delivering team results. They would contribute to building team morale as an active participant in the team. *Example: being a senior member of the team.*

A further important requirement of the role is to clarify the requirements and agree clear task objectives. They would organise and delegate work fairly according to individual abilities and help the team focus their efforts on the task in hand, motivating individual team members. *Example: supervising a team but not having full line-management responsibilities, or fully line-managing individuals with a team, but not the team as a whole.*

LIAISON AND NETWORKING

The role holder is required to carry out day to day liaison using existing procedures. The purpose of this is to ensure dissemination of information in the right format to the right people at the right time, building relationships and contacts to facilitate future exchange of information. *Example: liaising with staff across the University for effective working, ensuring that relevant and timely information is provided, and establishing useful contacts for the future.*

The role holder is required to participate in networks within the institution or externally. 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: attending committee or working group meetings in order to receive/pass on information.*

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/or members of University staff.*

A further important requirement of the role is to deal with internal or external contacts where the service is usually initiated by the role holder. They would work within the institutions overall procedures or policies understanding and exploring customers needs and/or adapting the service accordingly to ensure the usefulness, appropriateness and quality. (content, time, accuracy, level of information, cost). *Example: being responsible for adapting the service offered after receiving feedback from those operating or receiving the service.*

DECISION MAKING PROCESSES AND OUTCOMES

The role holder is required to take independent decisions which have an impact of defined spread which may endure for sometime. *Example: authorising money from a previously agreed budget, or buying non-routine stock or equipment.*

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The role holder is required to be party to some collaborative decisions and work with others to reach an optimal conclusion. The decisions would have an impact of defined spread which may endure for some time. *Example: as part of a recruitment and selection panel deciding which candidate to appoint, or making decision with others within the School/Undergraduate office on complex cases of students intermitting, or deciding with others on policy or procedural changes.*

The role holder is required to provide advice or input to contribute to the decision making of others. The decisions would have an impact of defined spread which may endure for some time. *Example: advising managers on the best way to proceed with student or employee disciplinary or grievance issues, or advising departments on how to implement changes to assessments.*

PLANNING AND ORGANISING RESOURCES

The role holder is required 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.*

A further important requirement of the role is to plan, prioritise and organise the work or resources of self and others within their own area on a daily, weekly or monthly basis. They would plan and manage small projects, ensuring the effective use of resources. They would receive information from and provide information to others to complete their planning and monitor progress against the plan. *Example: managing a portfolio of projects, or planning the work of the team and being responsible for delegating tasks where appropriate.*

INITIATIVE AND PROBLEM SOLVING

The role holder is required to use initiative and creativity to resolve problems where the optimal solution may not be immediately apparent but has to be assessed by a process of reasoning, weighing up the pros and cons of different approaches. They would identify and assess practical options and break the problem down in component parts. *Example: dealing with unusual cases that do not fit neatly into established process/procedure, or resolving problems with accounts.*

ANALYSIS AND RESEARCH

The role holder is required 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.*

A further important requirement of the role is to identify an appropriate existing method of analysis or investigation according to the data and objectives and recognise and interpret trends or patterns in data. They would identify or source additional information which could potentially help the investigation as the analysis progresses. *Example: carrying out the research and analysis required to write the annual report, or analysing feedback and preparing an evaluation report, or identifying study abroad or work placement opportunities.*

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. *Example: 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.*

The role holder is required to give advice on commonly occurring welfare issues or queries following the standard welfare procedures for the institution. They would recognise when an individual should be referred elsewhere for professional help and respect confidentiality. *Example: dealing with the personal or welfare issues of members of the role-holder's team in the first instance.*

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TEAM DEVELOPMENT

The role holder is required to advise or guide new starters working in the same role or unit on standard information or procedures. *Example: regularly inducting or planning the induction of new members of staff.*

The role holder is required to train or guide others on specific tasks, issues or activities. They would give advice, guidance and feedback on the basis of their own knowledge or experience and deliver training. *Example: providing training or one-to-one coaching for staff.*

The role holder is required to identify the training and development needs of the members of the work team. They would normally be expected to ensure agreed action is taken and follow up to ensure it has occurred. *Example: conducting staff appraisals.*

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: explaining standard procedures to students or other staff.*

KNOWLEDGE AND EXPERIENCE

The role holder is required to apply working knowledge of theory and practice, sharing this knowledge with others as appropriate. They would demonstrate continuous specialist development by acquiring relevant skills and competencies. *Example: having a detailed knowledge of procedures or programme structures and ensuring that this knowledge is kept up-to-date, or knowledge of basic management techniques.*