

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: 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. A further important requirement of the role is to clarify the requirements and agree 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.*

Grade 6: Professional Support

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 RENG RUGR)E) E eEpdRENGBEi 5acdeoidfENG 0 .4un(s)-()Tj/TTiEitioeE toi.(d)Rh.(n)-5(c

Grade 6: Professional Support

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