Role Profile Elements (Manual)

|  |  |  |
| --- | --- | --- |
| **Element** | **Skill / Attribute important to the role** | ***Evidence / Review Notes*** |
| **COMMUNICATION** | Exchanges routine information in a clear and accurate manner with a wide range of people both internal and external to the University. | *eg. Discussing cleaning requirements with team leaders/manager; reports faults or breakages to Estates helpdesk; gives directions to visitors, students, new staff.*  *-(eg. Explaining menus; understanding special dietary requirements)*  *(eg. Security issues, health and safety, room set-up requirements)* |
| Exchanges routine information in a clear and accurate *manner* | *eg. Completing cleaning checklists; writing notes re breakages/damages.*  *-(eg. Completing temperature charts, simple ordering forms)*  *(eg. Straightforward notes on security issues, incidents etc.)* |
| **TEAMWORK & MOTIVATION** | Participates in and delivers a contribution to the team and co-operates with other team members. | e.g. being an active member of the team |
| **LIAISON & NETWORKING** | Liaises with others outside the team to ensure information is passed on promptly and that work is completed effectively | *eg. Contacting Estates helpdesk to report breakages; contacting conference department to order bedding for visitors.*  *eg. Contact with Estates re Front Line jobs; contact with Proctor re student disciplinary issues* |
| **SERVICE DELIVERY** | Provides a cleaning service to meet the University’s needs which requires a set of standard procedures and routine tasks being performed. | *eg. Daily emptying of rubbish bins in offices; weekly buffing of communal area floors*  *(eg. Contact with conferences re catering requirements; other departments re orders)*  *(eg. Follow job sheets re room set ups; provide help and advice to new arrivals – ie ‘signposting’)* |
| **DECISION MAKING** | Makes independent decisions that affect only the role holder or immediate colleagues and can be easily revised or amended. |  |
| **PLANNING &**  **ORGANISING** | Works to a set pattern each day using allocated resources. |  |
| **INITIATIVE & PROBLEM SOLVING** | Resolves routine problems that occur on a regular *basis* | *eg. Reporting faults to Estates; reporting security issues.*  *(eg. Reporting food shortages, out of date stocks etc;)*  *eg student disciplinary issues; request for first aid or ambulance assistance)* |
| **ANALYSIS & RESEARCH** | Gathers basic information and facts as *required* | *(eg checks stock levels and maintenance checks)*  *(eg checks temperature levels; checks food stocks; balances till)*  *eg reporting security incidents; investigating student disciplinary incidents* |
| **SENSORY & PHYSICAL DEMANDS** | Carries out tasks that would require either learning certain methods or routines or involve moderate physical effort. | *e.g. Using a vacuum cleaner; mop and bucket; lifting heavy bin bag.*  . (*eg. Using an oven, toaster, microwave)*  *eg. Moving furniture; driving the university van; operating clamps* |
| **WORK ENVIRONMENT** | Works in a relatively low risk environment and does not have health and safety responsibilities for others beyond due care and diligence. Occasionally may be required to work in areas that require standard safety clothing and follow standard safety procedures. | *e.g. Wear regulation uniform; handles chemicals so needs to be aware of COSHH*  *(eg. Wear regulation uniform; handles chemicals so needs to be aware of COSHH; basic food hygiene*  *eg. Wear regulation uniform; works outdoors; deal with security incidents)* |
| **PASTORAL CARE & WELFARE** | Required to provide an appropriate level of sensitivity to others and consideration of their needs and feelings especially if dealing with distressed individuals. | e.g. refer upset or distressed students or staff to relevant person for help |
| **TEAM DEVELOPMENT** | Occasionally expected to instruct and guide new starters on standard procedures |  |
| **TEACHING & LEARNING SUPPORT** | This is not a requirement of the role |  |
| **KNOWLEDGE & EXPERIENCE** | Possess a level of knowledge typically acquired following a short period of practical training | *eg. Being able to use a buffing machine*  *(eg. Being able to use an oven or food mixer machine)*  *eg. Being able to use cctv cameras, radio etc; holding a first aid certificate* |