Role Profile Elements (Supportl)

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| **Element** | **Skill / Attribute important to the role**  | ***Typical tasks for each level (not exhaustive but illustrative)*** |
| **COMMUNICATION** | Exchanges routine information in a clear and accurate manner with a wide range of people both internal and external to the University. | Eg. Grade 3*Regular*: Handling routine telephone queries; passing on messages; assisting staff/students to understand the range of services available signposts to these services. *Occasional*: Explains registration requirements to students, contributes to staff meetings.Eg. Grade 4Required to clarify matters of a non-routine nature by way of careful of explanation or interpretation: Handling routine telephone queries; passing on messages; assisting staff/students to understand the range of services available signposts to these services; explains registration requirements to students, contributes to staff meetings; deals with enquiries about confidential, personal or sensitive matters with tact and diplomacyEg. Grade 5 – As aboveEg. Grade 6 As above plus Occasionally required to convey and understand communication of more complex and conceptual nature: negotiating a contract with external suppliers or customers; making presentations to large groups; explaining procedures to colleagues.  |
| Exchanges routine information in a clear and accurate *manner*  | Eg. Grade 3*Regular*: Preparing standard letters; e-mails to staff and students with answers to routine queries; writing down telephone messages; writing a set of simple instructions. *Occasional*: Writing notes of straightforward meetings; writing minutes of meetings.Eg. Grade 4Preparing standard letters; e-mails to staff and students with answers to routine queries; writing down telephone messages; writing a set of simple instructions; writing notes of straightforward meetings; taking and writing minutes of meetings; *Occasional*: drafts short reports; writing brochures or advertising materials; writing non-standard letters)Eg. Grade 5 – As aboveEg. Grade 6Required to clarify matters of a non-routine nature by way of careful of explanation or interpretation and to occasionally convey and understand communication of a complex and conceptual nature: Preparing standard letters; e-mails to staff and students with answers to routine queries; writing down telephone messages; writing a set of simple instructions; writing notes of meetings; taking and writing minutes of meetings; drafts longer reports; writing brochures or advertising materials*; Occasional*: writing more complex reports or letters dealing with complex or sensitive issues |
| **TEAMWORK & MOTIVATION** | Participates in and delivers a contribution to the team and co-operates with other team members. | Eg. Grade 3 Member of departmental administration teamEg. Grade 4may act as a role model to less experienced colleagues: senior member of the team; providing sole administrative support to a specific subject area; may be required to monitor the diary of the Head of Department; taking responsibility for mail shots and some other marketing initiativesEg. Grade 5As above plus Organising external student visits; responsible for setting up and servicing exam boards and liaising with external examiners; taking responsibility for mail shots and some other marketing initiativesEg. Grade 6Responsible for co-ordinating the activities of the team or overseeing the work of the team. Allocates tasks, monitors performance and provides feedback: management of departmental administration team. |
| **LIAISON & NETWORKING** | Liaises with others within and outside the team to ensure information is passed on promptly and that work is completed effectively. Participates in networks within the institution to pass on information promptly. | Eg. Grade 3Working closely with other departments such as Registry re student fees; taking part in team meetings and contributes to discussions; contacting security regarding parking arrangements for visitors; dealing routinely with outside companies ie, stationery suppliers, travel agents; contacts external examiners.Eg. Grade 4Carries out day-to-day liaison within and outside the department to ensure working objectives are fully agreed, understood and met: Working closely with other departments such as Registry re: student fees; taking part in team meetings and contributes to discussions; contacting security regarding parking arrangements for visitors; dealing routinely with outside companies i.e. stationery suppliers, travel agents; contacts external examinersEg. Grade 5Participates in networks within the institution in order to pass on information promptly and keeps people informed to ensure co-ordination of effort and that work is done effectively. Ensures information is disseminated in the right format to the right people at the right time: As above plus dealing routinely with outside companies i.e., stationery suppliers, travel agentsEg. Grade 6Carries out day-to-day liaison within and outside the department to ensure working objectives are fully agreed, understood and met. Participates in networks within the institution in order to pass on information promptly and keeps people informed to ensure co-ordination of effort and that work is done effectively. Ensures information is disseminated in the right format to the right people at the right time. (e.g. Working closely with other departments such as Registry re student fees; taking part in team meetings and contributes to discussions and advises on administrative procedures; dealing routinely with outside companies e.g. stationery suppliers, travel agents; contacts and liaises with external examiners; attends senior administration team meetings: May be required to liaise with academic staff, both internal and external, to organise (under the direction of academic staff member) such events as a research seminar, a research colloquium, a conference or series of lectures. |
| **SERVICE DELIVERY** | Provides answers to questions to regularly posed and responds to requests for information from staff, students and external contacts. Helps create a positive image of the institution by being responsive and prompt and forwards requests to the relevant person if necessary. | Eg. Grade 3Photocopying, typing correspondence and seeking references as requested; responding to queries from students regarding course work, exam procedures etc; reports breakdown of photocopier, fax machine.Eg. Grade 4Photocopying, typing correspondence and seeking references as requested; responding to queries from students regarding course work, exam procedures etc; reports breakdown of photocopier, fax machine; provides financial information to staff and studentsEg. Grade 5Drafting correspondence for Head of Department/Dean; seeking references as requested; responding to queries from staff and students regarding course work, exam procedures etc; provides financial information to staff and studentsEg. Grade 6Initiates contact with students and staff to explore their needs, gain feedback and assess ways in which systems and procedures could be adapted to meet requirements: Contacting students to obtain information about their assessment of service – i.e. student feedback; contacts staff and departments to inform them of new services) |
| **DECISION MAKING** | Makes independent decisions that affect only the role holder or immediate colleagues and can be easily revised or amended.  | Eg. Grade 3Spending petty cash or ordering stationery from approved suppliers; making room and AVA bookings for meetings, presentations.Eg. Grade 4Contributes to collaborative decisions that have a moderate impact: Spending petty cash or ordering stationery from approved suppliers; making room and AVA bookings for meetings, presentations; making a decision at team meetings to change office procedures; making a decision to change stationery supplier following a review of costsEg. Grade 5Introducing new office procedures; purchasing items for projects where there is a need to approach different suppliers to establish best price, quality etc; arrange staff meetings and decide time, venue etc.)Eg. Grade 6Makes independent decisions that affecting the role holder or immediate colleagues that have a limited impact or spread but may endure for some time. Contributes to collaborative decisions that have a moderate impact: introducing new office procedures; purchasing items for projects where there is a need to approach different suppliers to establish best price, quality etc; arrange staff meetings and decide time, venue etc |
| **PLANNING &** **ORGANISING** | Plans and organises own pattern of work. Selects the order in which tasks are completed providing required output is achieved. | Plans and organises own workload and assesses priorities. Plans and prioritises work of others to meet laid down objectives: line management of departmental administration team). Taking responsibility for ensuring that the tasks planning and organisation tasks allocated to any grade 3, 4 or 5 members of the team are carried out effectively). Could be required to make decisions relating to rooming (dealing with time-tabling where necessary).  |
| **INITIATIVE & PROBLEM SOLVING** | Resolves routine problems that occur on a regular basis  | Eg. Grade 3Reporting photocopier breakdowns; making alternative travel and accommodation arrangements; assisting with queries from staff and students and referring more difficult matters to senior staff.Eg. Grade 4Uses judgement to resolve problems that are more predictable but occur less frequently and which can be solved using standard procedures or guidelines: Reporting photocopier breakdowns; solving room booking conflicts; making alternative travel and accommodation arrangements; finding a replacement examination officer at short notice; sorting out diary problemsEg. Grade 5With advice from academic staff, arranging for teaching cover for absent colleagues; solving issues relating to rooming and availability of teaching equipmentEg. Grade 6Resolves practical problems that occur on a regular basis. Uses judgement to resolve problems that are predictable but occur less frequently: with advice from academic staff, arranging for teaching cover for absent colleagues; solving issues relating to rooming and availability of teaching equipment; taking responsibility for keeping records of issues relating to plagiarism). Ensuring that any of these tasks allocated to staff on lower grades within the team are carried out efficiently and effectively. |
| **ANALYSIS & RESEARCH** | Gathers and manipulates routine data or information using pre-determined procedures. Checks data for accuracy and presents in a format that can be determined by others. | Eg. Grade 3Carrying out database searches; providing payroll data in spreadsheet formatEg. Grade 4Carrying out database searches; providing payroll data in spreadsheet format; entering student registers onto SITS; entering student assessment marks onto SITSEg. Grade 5 – As aboveEg. Grade 6Checks department/deanery web pages and alerts staff where updating is required: carrying out database searches; providing payroll data in spreadsheet format; entering student registers onto SITS; entering student assessment marks onto SITS. |
| **SENSORY & PHYSICAL DEMANDS** | Carries out basic tasks which require minimum instruction or light, if any, physical effort. | Eg. Grade 3Typing correspondence; using computers, photocopiers, filing systems; occasionally moving goods, equipment or light objectsEg. Grade 4 - As aboveEg. Grade 5 - As aboveEg. Grade 6 - As above |
| **WORK ENVIRONMENT** | Works in a relatively low stable low risk environment that has little impact on the way the work is performed. Occasionally has to deal with stressful or difficult situations but generally has no responsibility for Health and Safety beyond due care and diligence. | Eg. Grade 3Works in an office or reception area; occasionally deals with those who are angry, emotional or distressedEg. Grade 4 – As aboveEg. Grade 5 – As aboveEg. Grade 6 – As above |
| **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. | Eg. Grade 3Act as first point of contact to students who do not have English as their first language; refer upset or distressed students or staff to relevant person for helpEg. Grade 4As aboveEg. Grade 5Gives advice and support on commonly occurring welfare issues or queries and recognises when an individual should be referred to someone else: Dealing with disciplinary or performance issues; respecting confidentiality when being made aware of sensitive/personal issuesEg. Grade 6 – As above. |
| **TEAM DEVELOPMENT** | Occasionally expected to instruct and guide new starters on standard procedures | Eg. Grade 3Explaining basic departmental procedures – stationery, expenses, post; showing new starters around and introducing them to colleaguesEg. Grade 4 – As aboveEg. Grade 5Eg. Grade 6Occasionally expected to instruct and guide new starters on standard office/departmental procedures. May be asked to provide training, instruction and feedback to other members of the team as and when required. Responsible for identifying training and development needs of the team: carrying out performance reviews and agreeing follow up action. |
| **TEACHING & LEARNING SUPPORT** | May not be a requirement of the role. Provides regular and routine introductions to students and others who are new to the area or who require regular demonstrations or explanations. | Eg. Grade 3Demonstrating the use of a photocopier; explaining the use of library facilities; outlining the procedure for enrolling on a moduleEg. Grade 4 – As aboveEg. Grade 5May be asked to provide training, instruction and feedback to other members of the team as and when required: explaining the use of library facilities; outlining the procedure for enrolling on a module; acts as the first point of call for student enquiries of a sensitive nature and refers on to academic staff as appropriate.Eg. Grade 6As above plus making contact with research students and others to arrange supervisions and, where necessary, keeping records of supervisory meetings |
| **KNOWLEDGE & EXPERIENCE** | Requires knowledge obtained by a short period of training or elementary study and to be able to work on day to day issues without direct or continuous reference to others | Eg. Grade 3Knowledge of MS Office; Knowledge of University IT systems – Agresso, SITSEg. Grade 4good working knowledge of University rules and procedures – course entry requirements, university committee structure etc.Eg. Grade 5Role holder has some knowledge of professional practice demonstrated with a recognised qualification after a period of training or experience of the role. Periodic refresher courses or update training may be required. May be required to possess sufficient skills to update basic, factual web material (within existing design) on a regular basis: knowledge and use of University IT systems – Agresso, SITS; good working knowledge of University rules and procedures – course entry requirements, university committee structure etc.)Eg. Grade 6As above plus: may be required to possess sufficient skills to update basic, factual web material (within existing design) on a regular basis and has a developing capacity to engage in more advanced web work. |