University of Greenwich

ROLE PROFILE	SAMPLE SG5 (262 HERA Points)
	ROLE REQUIREMENTS
COMMUNICATION	<u>Oral</u> • Frequently receive, understand and convey straightforward information in a clear and accurate manner • On occasions, receive understand and convey information that needs careful explanation or interpretation to help others understand eg explain procedures or regulations <u>Written</u> • Frequently receive, understand and convey straightforward information in a clear and accurate manner • On occasions, receive understand and convey information that needs careful explanation or interpretation to help others understand eg write minutes of formal meetings
TEAMWORK & MOTIVATION	• Be supportive of and encouraging to others in a team and help to build cooperation by setting an example and showing a flexible approach to delivering team results; contribute to building team morale as an active participant in a team eg 'covering' for a colleague
LIAISON & NETWORKING	• Liaise with people outside the work team to disseminate information at the appropriate time • Build relationships and contacts to facilitate the future exchange of information
SERVICE DELIVERY	• Respond to internal or external contacts requiring information • Respond to internal or external contacts requiring a service • Respond to requests and refer the customer to the right person if necessary • Perform routine tasks with set standards or procedures eg sending out information, completing forms • From time to time, be proactive to meet agreed outcomes eg updating handouts/guidelines; setting response times within agreed parameters
DECISION MAKING	• Take independent decisions that affect self and immediate colleagues only eg spending petty cash; deciding when to hold a meeting • Contribute to collaborative decisions with colleagues or a manager about day-to-day matters
PLANNING & ORGANISING RESOURCES	• Plan, prioritise and organise your own work or resources to achieve agreed objectives • From time to time, plan and organise the work or resources of others <u>and/or</u> plan and manage small projects, ensuring the effective use of resources
INITIATIVE & PROBLEM SOLVING	• Use judgement, initiative or creativity to resolve problems that are predictable but are not routine – the range of options will be defined by a set or organisational procedures or by the application of training or specific knowledge
ANALYSIS & RESEARCH	• Perform basic checks or establish basic facts and report any mismatch, failure or anomaly eg count stock levels • On occasions, analyse routine data or information using predetermined procedures eg produce statistics on spreadsheet, carry out database searches
SENSORY & PHYSICAL DEMANDS	• Carry out tasks which require either learning certain methods or routines **or** involve moderate physical effort
WORK ENVIRONMENT	• Work in a low risk, relatively stable environment eg office, library, teaching space
PASTORAL CARE & WELFARE	• Show consideration to others and refer to relevant people if necessary
TEAM DEVELOPMENT	• Advise or guide new starters working in the same role or unit on standard information or procedures, or using routine equipment/machinery
TEACHING & LEARNING SUPPORT	• Provide standard information or regular and routine introductions to students or others outside the work team (teaching or training)
KNOWLEDGE & EXPERIENCE	• Apply knowledge typically acquired after a short period of practical training • Understand the use of established practice/procedure/techniques • Have sufficient knowledge or expertise to undertake day to day work without direct or continuous reference to others