

University of Greenwich

ROLE PROFILE	SAMPLE SG7 (396 HERA Points)
	ROLE REQUIREMENTS
COMMUNICATION	<p><u>Oral</u></p> <ul style="list-style-type: none"> • Frequently receive, understand and convey straightforward information in a clear and accurate manner • In addition, frequently receive understand and convey information that needs careful explanation or interpretation to help others understand eg explain procedures or regulations • On occasions understand and convey issues of a complex and/or conceptual nature, typically not understood by non specialists eg deliver lectures on specialist subjects; present on legal requirements/regulations; explain technical aspects of systems; present specialist research findings <p><u>Written</u></p> <ul style="list-style-type: none"> • Frequently receive, understand and convey straightforward information in a clear and accurate manner • In addition, frequently receive understand and convey information that needs careful explanation or interpretation to help others understand eg write minutes of formal meetings • On occasions understand and convey complex, specialist or conceptual issues not immediately understood by those outside the area of work eg prepare lectures, write procedures or guidelines on complex systems or subjects; draft user manuals
TEAMWORK & MOTIVATION	<ul style="list-style-type: none"> • 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 • On occasions, clarify team requirements, agree clear task objectives, organise and delegate work fairly according to individual abilities • On occasions, help the team focus efforts on the task in hand and motivate individuals as necessary
LIAISON & NETWORKING	<ul style="list-style-type: none"> • 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 • Participate in, and provide input to networks – within the institution or externally – to disseminate information and build or maintain relationships • Within the institution, initiate, build or lead a network or communication channels eg to pass on information or obtain feedback
SERVICE DELIVERY	<ul style="list-style-type: none"> • 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 • On occasions, be proactive in exploring and understanding customers' needs; adapting the service accordingly to ensure the usefulness or appropriateness and quality of service eg content, accuracy, level of information, cost
DECISION MAKING	<ul style="list-style-type: none"> • Take independent decisions that affect the work of people outside your immediate work team and may last for some time eg allocating space, buying equipment • Play a part in collaborative decisions made by a group or committee and/or work with others to reach a conclusion that has a moderate impact and may last for some time eg participate in recruitment interviews, buy non-routine stock or equipment, authorize expenditure from a previously agreed budget • Provide advice or information to others about issues that impact on the immediate work area only eg changing office furniture or equipment
PLANNING & ORGANISING RESOURCES	<ul style="list-style-type: none"> • Plan, prioritise and organise your own work or resources to achieve agreed objectives • On occasions, plan and organise the work or resources of others and/or plan and manage small projects, ensuring the effective use of resources
INITIATIVE & PROBLEM SOLVING	<ul style="list-style-type: none"> • 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 procedure or by the application of training or specific knowledge

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ANALYSIS & RESEARCH	<ul style="list-style-type: none"> • Analyse routine data or information using predetermined procedures and gathering information from standard sources • Work accurately to complete the task precisely as specified eg monitor resource usage, produce statistics on spreadsheet, carry out database searches • From time to time, recognise and interpret trends or patterns in data, identify or source additional information that could potentially help the investigation as the analysis progresses
SENSORY & PHYSICAL DEMANDS	<ul style="list-style-type: none"> • Carry out tasks which require either learning certain methods or routines or involve moderate physical effort
WORK ENVIRONMENT	<ul style="list-style-type: none"> • Work in a low risk, relatively stable environment eg office, library, teaching space
PASTORAL CARE & WELFARE	<ul style="list-style-type: none"> • Be the first point of contact and provide support as a routine part of your role • Show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress • Refer to relevant people if necessary
TEAM DEVELOPMENT	<ul style="list-style-type: none"> • Routinely advise or guide new starters working in the same role or unit on standard information or procedures, or using routine equipment/machinery • Have expertise within the team and provide ongoing guidance and advice to others • On occasions, deliver training or guide others on specific tasks or activities; give advice guidance and feedback on the basis of knowledge or experience • Contribute to the coaching, development and instruction of others and/or identify the training and development needs of a small team eg conduct regular staff appraisals and performance reviews of one or two people
TEACHING & LEARNING SUPPORT	<ul style="list-style-type: none"> • Provide routine introductions, making minor alterations as necessary eg outlining the procedure for enrolling on a course or module; demonstrating how to use simple equipment
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> • Apply working knowledge of theory and practice gained through qualification in a relevant subject or equivalent working experience • Share this knowledge with others as appropriate • Demonstrate continuous specialist development by acquiring relevant skills and competencies eg keeping up to date with changes in legislation, attending relevant training