

University of Greenwich

ROLE PROFILE	SAMPLE SG4	(224 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 On occasions, receive understand and convey information that needs careful explanation or interpretation to help others understand eg explain procedures or regulations <p><u>Written</u></p> <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Participate in and deliver your contribution to a team and be cooperative when asked On occasions, 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	<ul style="list-style-type: none"> Carry out standard day to day liaison using existing procedures to pass on information promptly Keep people informed to ensure coordination of effort and that work is done effectively 	
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 Perform routine tasks with set standards or procedures eg sending out information, completing forms 	
DECISION MAKING	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Plan, prioritise and organise your own work or resources to achieve agreed objectives 	
INITIATIVE & PROBLEM SOLVING	<ul style="list-style-type: none"> Solve standard day to day problems by choosing between a limited number of options: following guidelines or referring to what has been done before Recognise when a problem should be referred to others On occasions, use judgement, initiative or creativity to resolve problems that are predictable but occur less frequently – the range of options will be defined by a set or organisational procedures or by the application of training or knowledge 	
ANALYSIS & RESEARCH	<ul style="list-style-type: none"> 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	<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"> Show consideration to others and refer to relevant people if necessary 	
TEAM DEVELOPMENT	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Not normally part of the role 	
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> 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 	

