

Grade 3: Operational Support

Role Description

COMMUNICATION

a) Oral Communication

The role holder frequently receives, understands and conveys straightforward information in a clear and accurate manner. *Example: responding to straightforward requests for information.*

b) Written Communication

The role holder receives, understands and conveys straightforward information in a clear and accurate manner. *Example: logging any maintenance issues, or completing store order forms.*

TEAM WORK AND MOTIVATION

The role holder is required to be supportive and encouraging of others in the team and help to build co-operation by setting an example and showing a flexible approach to delivering team results. They would also contribute to building team morale as an active participant in the team. *Example: offering mutual support to colleagues.*

LIAISON AND NETWORKING

The role holder is required to carry out day to day liaison using existing procedures. The purpose of this is to pass on information promptly. They would keep people informed to ensure co-ordination of effort and that work is done effectively. *Example: liaising with suppliers over orders.*

SERVICE DELIVERY

The role holder is required to deal with internal or external contacts who ask for service or require information. They would create a positive image of the institution by being responsive and prompt in responding to requests and referring the user to the right person if necessary. Contact is usually initiated by the customer and typically involves tasks with set standards or procedures. *Example: providing a catering service.*

DECISION MAKING PROCESSES AND OUTCOMES

The role holder is required to take independent decisions which would impact on the immediate area of the role holder's work. *Example: deciding daily menus.*

The role holder is required to be party to some collaborative decisions and work with others to reach an optimal conclusion. The decision would impact on the immediate area of the role holder's work. *Example: deciding on new ideas for menus, in conjunction with other members of the team.*

PLANNING AND ORGANISING RESOURCES

The role holder is required to complete tasks to a given plan with allocated resources.

The role holder is required to plan, prioritise and organise their own work or resources to achieve agreed objectives. *Example: deciding when and how to undertake set work tasks.*

The role holder is required to plan, prioritise and organise the work or resources of self and others within their own area on a daily, weekly or monthly basis. They would plan and manage small projects, ensuring the effective use of resources. They would receive information from and provide information to others to complete their planning and monitor progress against the plan. *Example: organising the work of the team.*

INITIATIVE AND PROBLEM SOLVING

The role holder is required to solve day to day problems as they arise and choose between a number of options which have clear consequences. They would follow guidelines or refer to what has been done before and recognise when a problem should be referred to others. *Example: dealing with equipment failure.*

ANALYSIS AND RESEARCH

The role holder is required to establish the facts in situations which require further investigation and inform others if necessary. *Example: monitoring stock levels or monitoring which items are selling well.*

SENSORY AND PHYSICAL DEMANDS

The role holder is required to complete tasks which either would require either a minimum of instruction or light, if any, physical effort. *Example: clearing trays.*

Grade 3: Operational Support

WORK ENVIRONMENT

The role holder is required to work in an environment which is relatively stable and has little impact on the role holder or the way in which work is completed.

The role holder is required to understand how the work environment could impact on their own colleagues. They would take actions, within health and safety guidelines where applicable, to adapt to the environment. *Example: ensuring protective clothing is worn where necessary.*

PASTORAL CARE AND WELFARE

The role holder is required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress. They would initiate the appropriate action by involving relevant people. *Example: showing sensitivity to staff and students..*

TEAM DEVELOPMENT

The role holder is required to advise or guide new starters working in the same role or unit on standard information or procedures. *Example: helping to induct a new member of staff.*

The role holder is required to identify the training and development needs of the members of the work team. They would normally be expected to ensure agreed action is taken and follow up to ensure it has occurred. *Example: training staff on specific tasks.*

KNOWLEDGE AND EXPERIENCE

The role holder is required to be aware of basic principles and practices and have an understanding of the systems and procedures which directly impact on their own work. They would be supervised or work closely with colleagues they can turn to for support. *Example: understanding established practice, or sound knowledge of food hygiene regulations.*