

Grade 1: Operational Support

Role Description

COMMUNICATION

a) Oral Communication

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

TEAM WORK AND MOTIVATION

The role holder is required to participate in and deliver their contribution to a team. *Example: being a cooperative member of the team.*

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 cleaning 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 on when a specific area is going to need extra attention.*

PLANNING AND ORGANISING RESOURCES

The role holder is required to complete tasks to a given plan with allocated resources. *Example: completing cleaning or clearing duties in a set time frame.*

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: covering the work of absent staff.*

ANALYSIS AND RESEARCH

The role holder is required to establish the facts in situations which require further investigation and inform others if necessary. *Example: telephoning security to report a break in.*

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.*

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. *Example: wearing protective clothing when 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.*

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 being able to operate a buffer machine.*