

Grade 8: Professional Management

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 a range of straightforward queries from students and/or staff.*

The role holder frequently receives, understands and conveys information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others. *Example: explaining a policy or procedure to those who are unfamiliar with it, or explaining course requirements and options to students.*

The role holder receives, understands and conveys complex conceptual ideas or complex information which may be highly detailed, technical or specialist. *Example: co-ordinating negotiations for new agreements and contracts, or influencing other's thinking and negotiating with them to reach an outcome, or conveying new legal requirements and their implications to the University.*

b) Written Communication

The role holder frequently receives, understands and conveys straightforward information in a clear and accurate manner. *Example: responding to straightforward enquiries by e-mail, or sending out standard information, or issuing a standard letter.*

The role holder frequently receives, understands and conveys information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others. *Example: compiling an agenda, or writing up minutes from meetings, or drafting a factual report.*

The role holder receives, understands and conveys complex conceptual ideas or complex information which may be highly detailed, technical or specialist. *Example: writing complex policies and procedures, or writing the School Annual Monitoring Report, or writing about issues of a highly sensitive nature.*

TEAM WORK AND MOTIVATION

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

A further important requirement of the role holder is to clarify the requirements and agree clear task objectives. They would organise and delegate work fairly according to individual abilities and help the team focus their efforts on the task in hand motivating individual team members. *Example: being responsible for operational issues and day-to-day matters.*

LIAISON AND NETWORKING

The role holder is required to carry out day to day liaison using existing procedures. The purpose of this is to ensure dissemination of information in the right format to the right people at the right time, building relationships and contacts to facilitate future exchange of information. *Example: liaising with staff across the University for effective working, ensuring that relevant and timely information is provided, and establishing useful contacts for the future.*

The role holder is required to participate in networks within the institution or externally. The purpose of this is to ensure dissemination of information in the right format to the right people at the right time, building relationships and contacts to facilitate future exchange of information. *Example: regularly attending committee meetings or working groups in order to play an active part of the group and establish useful contacts for the future.*

The role holder is required to initiate build or lead internal networks and maintain relationships over time. They would establish communication channels for self or others to use. The purpose of this is to ensure dissemination of information in the right format to the right people at the right time, building relationships and contacts to facilitate future exchange of information. *Example: initiating and leading a network for those in similar roles across the University.*

SERVICE DELIVERY

The role holder is required to deal with internal or external contacts where the service is usually initiated by the role holder, working within the institutions overall procedures or policies. They would understand and explore customers needs, and/or adapt the service accordingly to ensure the usefulness or appropriateness and quality of service (content, time, accuracy, level of information,

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cost). *Example: making a key contribution to the divisional Strategic Plan, or responding to issues raised by the National Student Survey, or identifying changes that need to be made within the School as a result of the Disability Discrimination Act.*

DECISION MAKING PROCESSES AND OUTCOMES

The role holder is required to take independent decisions which have an impact of defined spread which may endure for sometime. *Example: authorising money from a previously agreed budget, or buying non-routine stock or equipment.*

The role holder is required to be party to some collaborative decisions which have a significant impact and work with others to reach an optimal conclusion. The decisions made would impact across a large area within the institution and have far reaching and long lasting implications. *Example: deciding on changes to University-wide policies and procedures, or deciding how to put a HEFCE bid together.*

The role holder is required to provide advice or input to contribute to the decision making of others. The decisions would have an impact of defined spread which may endure for some time. *Example: advising managers on the best way to proceed with student or employee disciplinary or grievance issue, or advising departments on how to implement changes to assessments.*

PLANNING AND ORGANISING RESOURCES

The role holder is required to plan, prioritise and organise the work or resources of self and others within 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: managing a portfolio of projects, or planning the work of the team and being responsible for delegating tasks where appropriate.*

A further important requirement of the role is to take responsibility for the operational planning and organisation of larger projects or an area of work. They would co-ordinate a number of teams or projects on a monthly, quarterly or annual basis and set performances and establish monitoring procedures to keep track of progress across these different aspects of work and provide input to longer term planning. *Example: setting performance standards for projects and monitoring progress, or being responsible for setting a budget, managing staff, setting objectives and planning for the future.*

INITIATIVE AND PROBLEM SOLVING

The role holder is required to use initiative and creativity to resolve problems where the optimal solution may not be immediately apparent but has to be assessed by a process of reasoning, weighing up the pros and cons of different approaches. They would identify and assess practical options and break the problem down in component parts. *Example: dealing with unusual cases that do not fit neatly into established process/procedure, or resolving problems with accounts.*

A further important requirement of the role is to resolve problems where there is a mass of information or diverse, partial and conflicting data, with a range of potential options available. The role holder would apply creativity to devise varied solutions approaching the problem from different perspectives. *Example: balancing the department's budget and resources against needs and future plans, or developing far-reaching approaches to improve operational effectiveness.*

ANALYSIS AND RESEARCH

The role holder is required to identify an appropriate existing method of analysis or investigation according to the data and objectives. They would recognise and interpret trends or patterns in data and identify or source additional information which could potentially help the investigation as the analysis progresses. *Example: carrying out the research and analysis required to write the annual report, or analysing feedback and preparing and evaluation report, or identifying study abroad or work placement opportunities.*

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: using standard office equipment.*

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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: working in a stable office environment.*

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: being responsible for health and safety within the team, or being responsible for completing risk assessments.*

PASTORAL CARE AND WELFARE

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

The role holder is required to give advice on commonly occurring welfare issues or queries following the standard welfare procedures for the institution. They would recognise when an individual should be referred elsewhere for professional help and respect confidentiality. *Example: dealing with the personal or welfare issues of members of the role-holder's team in the first instance, or dealing with performance and disciplinary issues.*

TEAM DEVELOPMENT

The role holder is frequently required to advise or guide new starters working in the same role or unit on standard information or procedures. *Example: regularly inducting or planning the induction of new members of staff.*

The role holder is required to train or guide others on specific tasks, issues or activities. They would give advice, guidance and feedback on the basis of their own knowledge or experience and deliver training. *Example: providing training or one-to-one coaching for 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: conducting staff appraisals.*

TEACHING AND LEARNING SUPPORT

The role holder is required to introduce students or others who are new to the area to standard information or procedures. The role holder does this by providing standard information or delivering teaching or training. *Example: explaining standard procedures to students or other staff.*

The role holder is required to teach or train students or others on specific tasks, issues or activities. They would assess performance and provide feedback during the event. The role holder does this by providing standard information or delivering teaching or training. *Example: delivering standard training and/or guidance to others outside of the work team, or giving a presentation at a departmental meeting.*

KNOWLEDGE AND EXPERIENCE

The role holder is required to apply a breadth or depth of experience showing full working knowledge and proficiency in their own area of expertise. They would act as a point of reference to others and demonstrate continuous specialist development. They would acquire and refine their skills and expertise in new or related areas through undertaking and encouraging internal or external development activities. *Example: holding a relevant professional qualification, being a member of a professional body, engaging in continuous professional development, and participating in appropriate activities to keep professional knowledge up-to-date.*