

University of Greenwich

ROLE PROFILE	SAMPLE SG9 (570 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 • In addition, 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; negotiate and influence others' thinking <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"> • Form and communicate a clear vision of what is to be achieved overall by a team • Encourage individuals to contribute to this common goal to the best of their ability • Create a sense of unity and common purpose • Perhaps be responsible for the work of several sections or units
LIAISON & NETWORKING	<ul style="list-style-type: none"> • Carry out day to day liaison with people outside the work team in order to build relationships, ensure people do the right things and influence events or decisions eg internal departments, individuals from external organisations or agencies • 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 • As agreed by the institution, initiate, build or lead an external network or communication channel with eg other education providers, employers' organisations or other agencies to pass on information or obtain feedback
SERVICE DELIVERY	<ul style="list-style-type: none"> • Explore and understand customers' needs • Adapt the service accordingly to ensure the usefulness or appropriateness and quality of service (content, accuracy, level of information, cost) eg discuss customer requirements and agree specifications, value for money and information needed/provide new service(s) for students • From time to time, have involvement with setting the overall standards for a significant operation and anticipating future requirements eg across a function or area of the institution and/or developing policy standards, protocols or procedures
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 • Work with others (eg a committee or project team) in reaching collaborative decisions to begin, develop or stop significant areas of work eg deciding the structure of a course or implementation of an action that affects the institution as a whole • Provide advice or information to others about issues that will have a moderate impact and could last for some time eg financial advice; input to committees
PLANNING & ORGANISING RESOURCES	<ul style="list-style-type: none"> • Plan, prioritise and organise the work or resources of yourself and others (within own area) on a daily, weekly or monthly basis • Plan and manage small projects, ensuring the effective use of resources • Receive information from and provide information to others to complete your planning; monitor progress against plans • On occasions, take responsibility for the operational planning and organisation of larger projects or an area of work and/or coordinate a number of teams or projects; set performance standards and establish monitoring procedures to keep track of progress across these different aspects of work

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	<ul style="list-style-type: none"> On occasions, provide input to longer term planning
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 procedures or by the application of training or specific knowledge On occasions resolve problems that occur infrequently and where available guidance is not specific eg identifying potential external partners or other sources of funding; investigate an area of ineffective working; develop new approaches to improve operational effectiveness
ANALYSIS & RESEARCH	<ul style="list-style-type: none"> Identify an appropriate existing method of analysis or investigation according to the data and objectives 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"> Mainly work in an environment that is relatively stable and has little impact on the way in which work is completed (when office based) On occasions, manage the impact of the environment on the work or safety of others eg following safe procedures using machinery or equipment; ensuring that protective clothing is available and worn; dealing with people who may be angry, emotional or distressed
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 On occasions, give advice on commonly occurring welfare issues or queries; follow standard welfare procedures for the institution; recognise when an individual should be referred elsewhere for professional help; respect confidentiality
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 On occasions, deliver training or guide others on specific tasks or activities; give advice guidance and feedback on the basis of knowledge or experience Identify the training and development needs of work team members eg conduct regular staff appraisals and performance reviews, analyse achievements and identify learning needs. Agree necessary action and follow up to ensure it happens
TEACHING & LEARNING SUPPORT	<ul style="list-style-type: none"> Provide standard information or regular and routine introductions to students or others outside the work team (teaching or training) In addition, design and deliver regular one-off training sessions or lectures in a specific subject, modifying content and/or delivery as necessary. Assess progress, offer feedback and guidance in further development
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> Show full working knowledge and proficiency in your own area of expertise Be qualified in specialist, technical or professional areas (eg CIPD, ACCA, AAT, Graduate/Postgraduate) or be able to demonstrate equivalent experience gained over time Influence others by advising/guiding as appropriate Demonstrate continuous specialist development by acquiring and refining relevant skills and expertise in new or related areas through internal or external development activity