University of Greenwich

ROLE PROFILE	SAMPLE SG3 (210 HERA points)
	ROLE REQUIREMENTS
COMMUNICATION	Oral • 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 Written • Frequently receive, understand and convey straightforward information in a clear and accurate manner
TEAMWORK & MOTIVATION	• Participate in and deliver your contribution to a team and be cooperative when asked • From time to time, be supportive of and encouraging to others; help to build cooperation by setting an example; actively contribute to building team morale
LIAISON & NETWORKING	• 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	• 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	• 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	• Plan, prioritise and organise your own work or resources to achieve agreed objectives
INITIATIVE & PROBLEM SOLVING	• 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
ANALYSIS & RESEARCH	• Perform basic checks or establish basic facts and report any mismatch, failure or anomaly eg count stock levels, count data entries
SENSORY & PHYSICAL DEMANDS	• Carry out tasks which require either learning certain methods or routines **or** involve moderate physical effort
WORK ENVIRONMENT	• Work in a low risk, relatively stable environment eg office, library, teaching space
PASTORAL CARE & WELFARE	• Show consideration to others and refer to relevant people if necessary
TEAM DEVELOPMENT	• 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	• Not normally part of the role
KNOWLEDGE & EXPERIENCE	• 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