Aberystwyth University - Role Profile Description

Title: Administrative, Managerial and professional 7a

COMMUNICATION

(a) Oral Communication

The role holder understands and communicates complex conceptual ideas or information, as well as that which is more straightforward or requires some interpretation or explanation, and will need to take into account both what to communicate and how. For example:

- Explain processes, procedures, legislation and University regulations to staff and students ensuring that they understand, these may be complex matters requiring careful explanation

- Deliver presentations, briefings or workshop sessions to staff and students or external bodies, taking account of the knowledge base of the participants and the complexity of the subject matter

- Deal with queries about the service which may be procedural or technical, gain understanding of the problem or issue and provide an effective and accurate response

- Participate in various meetings, may be required to discuss policy issues, deliver reports or persuade members of the benefits of a particular course of action

- Negotiate contracts with suppliers or partnership working with outside bodies

- Handle issues such as pastoral problems, disciplinary matters, grievances or complaints from service users, these may be complex or difficult

take into account both what to communicate and how.

(b) Written Communication

The role holder understands and communicates complex conceptual ideas or information, as well as that which is more straightforward or requires some interpretation or explanation, and will need to take into account both what to communicate and how.

For example:

- Draft letters and emails to staff, students, suppliers and other users of the service, these may need to convey complex procedures in an accessible manner

- Draft presentations, briefings or workshop notes

- Write marketing literature, articles for publication in newspapers or magazines, promotional leaflets, web pages

- Produce operating instructions or user guides, training and policy manuals

- Draft reports for internal committees or other such bodies.

- Produce funding applications, tender or specification documents for suppliers which may be complex, and draft contracts for successful bidders.

TEAM WORK AND MOTIVATION

Work as an active member of a team through the provision of support to other team members, and demonstrating a flexible approach and helping to build team morale.

Frequently undertake some supervisory duties in a team or project, including setting work, monitoring results and providing feedback to the team and its members. For example:

- Participate in team meetings, expressing views clearly and positively

- Understand the role of colleagues and be able to cover in case of absence

- Liaise with colleagues over the allocation of work, may be required to direct work to colleagues

- May be called upon to deputise for the team leader/manager

- Respond flexibly to changes in demands on the team

- Frequently manage small projects, including staff and resources

LIAISON AND NETWORKING

Have contact with staff outside own work team or external to the University using existing procedures to ensure effective collaboration to achieve shared goals.

Participate in internal or external formal networks, committees or working groups to ensure the effective exchange of information and to build relationships to facilitate future working. For example:

- Create links to members of other teams or departments to facilitate collaboration and achieve the agreed goals, e.g. academic departments, HR, students, others undertaking similar roles in other departments

- Create links to external bodies to facilitate collaboration and achieve the agreed goals e.g. employers offering placement opportunities, local authorities, Sports Council of Wales, UCAS, suppliers, Go Wales, government agencies, funding bodies, British Council, Welsh Regional Costing and Pricing Self-Help Group, external auditors

- Participate in University groups to facilitate effective communication and future working e.g. AU Exchanges Committee, Widening Access Committee,

- Participate in external groups to facilitate effective communication and future working e.g. Action on Activity in Ceredigion, UK Erasmus Institutional Coordinators, Welsh Office Translation Unit, Wales Higher Education Libraries Forum,

SERVICE DELIVERY

Explore the customer's requirements and adapt the service provided to ensure that those requirements are met. May also approach internal or external contacts to deliver a service that falls within current policies or procedures. For example:

- Determine the standards of service required through discussion with the service user

- Adapt the service, where possible, to meet the users requirements e.g. students seeking employment places, adapt the content of workshops to suit the needs of attendees

- Ask for feedback regarding the service and act upon any suggestions for improvement

- Promote services to potential users e.g. through leaflets, posters, personal visits, mailing lists, websites, presentations

DECISION MAKING PROCESSES

Take decisions that have a short to medium term effect on the work team or a number of customers.

Work with others to reach decisions that have a short to medium term effect on the work team or a number of customers.

Provide advice to others to enable them to reach decisions that have a short to medium term effect on the work team or a number of customers.

For example:

- Take independent decisions on the interpretation of data to allow others to act upon it, the purchase of stock, supplies or contractors within a budget, personal authorisation limit and to agreed specification and the recruitment of temporary staff

- Take decisions with others on projects, budgets, website content and the purchase of equipment beyond budget authorisation level, through the participation in committees and working groups.

- Provide advice to others on the application of policies, procedures and legislation to enable them to make effective and informed decisions

PLANNING AND ORGANISING RESOURCES

Organise own work and resources to meet agreed objectives.

Frequently organise the work and resources of the work team to meet agreed objectives, or manage a specific project requiring detailed project planning.

For example:

- Manage own workload priorities and respond flexibly to changes in demand and the relevant work cycles of the department or University

- Frequently organise the work of temporary or trainee staff, including the resources they require to undertake the work required

- Frequently organise project work, including planning University or department events to meet agreed objectives and deadlines

INITIATIVE AND PROBLEM SOLVING

Solve problems where the solution is not necessarily obvious using initiative and reasoning.

Frequently solve problems when the information available is incomplete or conflicting and there is a requirement to use initiative and creativity to develop an optimal solution.

For example:

- Resolve technical issues with computer hardware, software and websites

- Resolve a variety of problems raised by staff, students, parents or visitors, these may be straightforward or demand a more lateral solution

- Resolve problems with accessing or processing data from computer systems

- Frequently create new systems or procedures to address problems or new initiatives taking into account the needs of all users

- Frequently resolve issues where a number of parties are impacted by any changes, identify their interests and concerns and develop a solution that is workable for all parties

- Frequently responding to changes in budgets or grant funding considering staffing levels or roles, equipment and consumable spending, building usage, alternative funding streams

- Frequently resolve issues of staff or student discipline or grievance recognising where decisions may set a precedent

ANALYSIS AND RESEARCH

Determine which existing method of analysis to use, recognise or interpret trends in the data and identify additional data or information required to further the investigation.

For example:

- Gather, analyse and report on statistics related to the use of a service or a resource, may include year on year or month on month comparisons

- Collect and analyse feedback information from users of a service and report, this can include conducting surveys

- Generate reports from computer systems e.g. finance and AStRA and provide a commentary on the outcomes indicating trends or investigate discrepancies

- Model business processes to find all interfaces, determine data requirements and usage and ensure the system meets all user needs

- Conduct research into best practice on relevant issues and report, recommend solutions when appropriate

- Conduct or commission market research and analyse the results to determine the direction of future projects, target student markets, organisations to approach to sell services externally

SENSORY AND PHYSICAL DEMANDS

Complete basic tasks that need little instruction and involve light, if any, physical effort.

WORK ENVIRONMENT

Work in a relatively stable environment which has little impact on the way work is carried out.

May on occasions recognise when an environment could adversely affect own work or that of colleagues and take action, within guidelines, to minimise any negative impact, e.g. through following risk assessments.

- Be aware of any health and safety issues in the work place and act accordingly, follow any procedures indicated as part of a risk assessment and report any issues or concerns

- On occasion may be responsible for undertaking straightforward risk assessments and ensuring that staff follow the procedures identified

PASTORAL CARE AND WELFARE

Respond sensitively to those needing help or showing signs of distress and involve relevant trained people when appropriate.

On occasions use standard procedures to provide advice on commonly occurring welfare issues, and refer on to professionally trained staff when appropriate.

For example:

- Deal tactfully and sensitively with staff or students when they come into contact with them through their work, , refer users to appropriate help when necessary

- Occasionally advise on financial or personal problems, sickness, absence, grievance, disciplinary and other procedures for staff, know at what point to refer the matter on

TEAM DEVELOPMENT

On occasions provide advice or guidance to new colleagues in the role or team on standard procedures and information.

On occasions train or guide others on specific tasks, issues or activities on the basis of own knowledge and experience. For example:

- On occasions take part in the induction of new team members by showing them around and introducing them to the work that they do

- On occasion deliver or organise relevant training to staff to enable them to perform their work when required and/or provide guidance to staff in the team on the operation of equipment and procedures as necessary

TEACHING AND LEARNING SUPPORT

Deliver existing teaching or training materials to introduce students or others to standard information or procedures.

Deliver existing teaching or training materials to teach or train students or others on specific tasks, issues or activities and assess performance and provide feedback. For example:

- Design learning materials and deliver workshops, training sessions or presentations on a variety of processes or procedures e.g. payroll forms and deadlines, new HR procedures, submission of academic work, use of various computer or web applications

- Conduct briefings or seminars on changes to working practice, ensure participants understand content and can act upon it in the future

KNOWLEDGE AND EXPERIENCE

Have a breadth or depth of knowledge sufficient to act as a point of reference to others, continuously develop specialist or general knowledge, skills and expertise. For example:

- Demonstrate a complete understanding of the technical theory and practice associated with the role

- Demonstrate a continued desire and ability to expand knowledge to encompass new analytical and technological developments