

Aberystwyth University - Role Profile Description

Title: Campus Services 1

COMMUNICATION

(a) Oral Communication

Understands and communicates straightforward information in a clear and accurate manner.

For example:

- Deal with routine requests from customers
- Communicate problems or issues to supervisor accurately
- Use two way radio or telephone to communicate operational issues with colleagues working in different parts of the campus
- Keep others, including students, informed of rules and regulations
- Contact emergency services as required

(b) Written Communication

Understands and communicates straightforward information in a clear and accurate manner.

For example:

- Communicate with colleagues in writing particularly to pass on information at shift changes
- Write straightforward stock orders
- Complete incident report forms
- Receive booking requests and allocate appropriate vehicle
- Record information on timesheets

TEAM WORK AND MOTIVATION

Work as part of a team.

Frequently undertake a more proactive role in a team through the provision of active support to other team members, by demonstrating a flexible approach and helping to build team morale.

For example:

- Work as part of a group where the role holders work individually or in a small team
- Will need to support other members of the larger team as required
- Frequently provide cover for others in the team

LIAISON AND NETWORKING

Have contact with staff outside own work team to pass on or receive information and data using existing procedures

For example:

- Create links to other staff who are involved in provided different aspects of the service to receive and pass on information; users of the service to ensure that the work is completed to time and any issues are flagged
- Liaise with those who take charge of incidents to ensure complete and accurate information is passed on; including the police and other emergency services

SERVICE DELIVERY

Respond promptly and accurately to those who request information or a service. This will usually involve routine tasks within a defined procedure or to a set standard. Refer request on to the right person if necessary.

For example:

- Provide services to an agreed standard as specified by procedure documents or standards of service
- Respond to requests for information or work promptly if it is within predetermined procedures and refer to others where it is not

DECISION MAKING PROCESSES

Take decisions that have a short term and local effect.

Work with others to reach decisions that have a short term and local effect.

For example:

- Take independent decisions on stocking vending machines, when to report student behaviour and which vehicle to allocate to which user when they book
- Take decisions with others on where and how library stock is stored, how to address issues for example health and safety issues

PLANNING AND ORGANISING RESOURCES

Complete tasks to a given schedule using the resources provided

On occasions may organise own work and resources to meet agreed objectives.

For example:

- Work to set schedules of activities
- Resources are provided in order to complete the set tasks
- May on occasion vary the schedule of activities in response to demands

INITIATIVE AND PROBLEM SOLVING

Solve day to day problems as they arise using the available guidelines and referring to others when necessary.

For example:

- Notice when a problem arises and resolve if existing procedures cover the particular circumstance or refer to supervisor for additional guidance

- Respond to problems created by inadequate data, e.g. vehicle bookings, library stores requests etc, seek further clarification if necessary

ANALYSIS AND RESEARCH

Establish the basic facts in a situation and inform others if necessary.

For example:

- Maintain counts of facilities users e.g. sports facilities
- Maintain stock records
- Collect data such as temperature readings in book, stores, kitchens or serving areas
- Produce reports on incidents that have occurred on campus or in the residences, establish the basic fact of what happened

SENSORY AND PHYSICAL DEMANDS

Complete tasks that need some learned techniques, skills or routines or involve moderate physical effort.

For example:

- Undertake manual handling as required including moving stores, supplies, plant material etc
- Use equipment for catering, cleaning, grounds maintenance and sports facilities
- Use personal and other safety equipment when appropriate

WORK ENVIRONMENT

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

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.

For example:

- Ensure work is conducted safely and with due regard to the safety of others using the grounds
- Follow risk assessment protocols when required
- Use personal protective equipment when risk assessments indicate it is required

PASTORAL CARE AND WELFARE

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

For example:

- On occasions 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

TEAM DEVELOPMENT

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

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

TEACHING AND LEARNING SUPPORT

Teaching and learning support is not required in this role.

KNOWLEDGE AND EXPERIENCE

Have an understanding of the procedures and systems that affect their role, be supervised or work closely with colleagues.

For example:

- Refer matters to supervisor on a regular basis
- Undertake appropriate training e.g. manual handling, food hygiene and other Health and Safety training
- Understand the procedures that impact on their role and operate within them