

Aberystwyth University - Role Profile Description

Title: Clerical & Secretarial 4

COMMUNICATION

(a) Oral Communication

Understands and communicates information that may be straightforward or require explanation or interpretation in order to help others understand, and will need to take into account both what to communicate and how.

For example:

- Provide information on services, processes and procedures to staff, students and visitors
- Explain procedures to those that may not be familiar with the University, e.g. student loan application procedures to new students, fee payments, submission of work, visa applications
- Hold meetings with those providing a service or potential users to understand requirements and explain benefits

(b) Written Communication

Understands and communicates information that may be straightforward or require explanation or interpretation in order to help others understand, and will need to take into account both what to communicate and how.

For example:

- Conduct email correspondence with staff, students and others relaying basic information on procedures or monitoring progress of work
- Draft letters, emails, contracts or memos to staff students or external bodies using templates with modifications where appropriate
- Preparing written material for publication e.g. user mailshots or newsletters, marketing information such as fliers or brochures, explanations of procedures

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.

For example:

- Play an active role in the team meetings, contributing to discussions and supporting other team members
- Provide cover for absent colleagues
- Work cooperatively with colleagues, communicating progress and outcomes
- Seek to resolve problems by working with cooperatively with other members of the team drawing on each other's skills and experience

LIAISON AND NETWORKING

Have contact with staff outside own work team using existing procedures 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 ensure a good level of service and co-operation, e.g. room booking and hospitality services, finance, HR, printing services, others undertaking similar roles in other departments
- Create links to external bodies e.g. suppliers, conference venues, employers, farms, government agencies, banks, customers, technical support teams or forums

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.

Frequently required to explore the customer's requirements further and adapt the service provided to ensure that those requirements are met. May also approach internal or external contacts to provide a service that falls within current policies or procedures.

For example:

- Provide a flexible and effective service to customers, this may necessitate exploring their needs in detail to provide the appropriate response. This may include the provision of appropriate information or guidance, undertaking a specific task, supplying the correct equipment
- Frequently adapt the service provided to meet the needs of the customer within guidelines and where this is in the interest of the University e.g. adapting the standard conference package for a specific booking, responding to feedback and amending the reports provided by a particular piece of software

DECISION MAKING PROCESSES

Take decisions that have a short term and local effect.

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 within appropriate policies and procedures on how to respond to requests for information or guidance, when to order more stock or stationery, on coding of information when using computer systems, checking and changing where necessary and on the appropriate cataloguing of books or other publications
- Take decisions with others to decide on changes to systems, operations or procedures e.g. introduction of computer systems, administration of courses

- Provide advice to managers on the operation of services and how they may be changed in the light of feedback from customers or their ease of use and effectiveness

PLANNING AND ORGANISING RESOURCES

Organise own work and resources to meet agreed objectives.

For example:

- Understand the priorities of each part of the role and plan own work taking into account any deadlines that may be set for all or some tasks
- Ensure has appropriate resources to complete tasks on time
- Respond to unforeseen events or changes in priorities positively and reschedule work as required

INITIATIVE AND PROBLEM SOLVING

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

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

For example:

- Resolve problems or queries that are made within guidelines if possible, refer the problem to others where it is not
- Frequently deal with enquiries from students, staff or external agencies where the issues may be unforeseen or unique, find an appropriate solution where possible or refer to others

ANALYSIS AND RESEARCH

Analyse routine data or information from standard sources using existing procedures.

For example:

- Use the internet to search for information, collate and organise the data and report
- Collect and log data in to a system for analysis or report generation, investigate and report on inconsistencies or inaccuracies
- Monitor and analyse spend against budgets within area of responsibility

SENSORY AND PHYSICAL DEMANDS

Complete basic tasks which either would require either a minimum of instruction or light, if any, physical effort.

WORK ENVIRONMENT

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

PASTORAL CARE AND WELFARE

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

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 for team members 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 teaching or training materials to introduce students or others to standard information or procedures.

For example:

- Demonstrate how the service works to users
- Explain the use of new equipment and procedures to staff

KNOWLEDGE AND EXPERIENCE

Have sound knowledge of the theory and practice that affects the role and demonstrate continuous development of skills and competencies.

For example:

- Understand, be able to use and seek to develop processes or procedures that are relevant to the role
- Broad understanding of the work of the department as a whole and how the role fits in to this
- Seek to develop knowledge and apply learning to the role
- Understand and be able to use the theory associated with carrying out the role