

# Aberystwyth University - Role Profile Description

Title: Clerical & Secretarial 5

## **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.

On occasions undertake some team leader/line management/supervisory duties in a team or project, including setting work, monitoring results and providing feedback to the team and its members.

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 cooperatively with other members of the team drawing on each other's skills and experience
- May be called on to deputise for the team leader/supervisor in their absence

## **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.

Participate in internal or external formal networks, committees or working groups to pass on or receive information and data.

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,
- Participate in University groups e.g. Sharepoint interest group, Administration Brown Bag group, departmental committees or groups, AStRA working group
- Participate in external groups e.g. Venuemasters, Welsh European Information Network

## **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.

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

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
- Frequent need to organise the work of other members of the team and ensure they have the correct resources

## **INITIATIVE AND PROBLEM SOLVING**

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

For example:

- Respond to problems positively, looking for alternative solutions and reaching a conclusion e.g. reacting to problems with a particular supplier by looking to meet the new need of the department or the University from an alternative supplier
- 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.

On occasions 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:

- 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, on occasions may be required to provide a commentary on the outcomes indicating trends
- Monitor and analyse spend against budgets within area of responsibility
- On occasions participate in the design and execution of analysis and research, including on-line surveys and analyse and report on the results

### **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.

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:

- 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 occasions may be required to conduct straightforward risk assessments and ensure these are followed e.g. DSE/VDU assessment

### **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

### **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