

Grade 2: Operational Support

Role Description

COMMUNICATION

a) Oral Communication

The role holder frequently receives, understands and conveys straightforward information in a clear and accurate manner. *Example: responding to straightforward requests for information.*

b) Written Communication

TEAM WORK AND MOTIVATION

The role holder is required to participate in and deliver their contribution to a team. *Example: being a cooperative member of the team.*

A further important requirement of the role is to be supportive and encouraging of others in the team and help to build co-operation by setting an example and showing a flexible approach to delivering team results. They would also contribute to building team morale as an active participant in the team. *Example: offering mutual support to colleagues.*

LIAISON AND NETWORKING

The role holder is required to carry out day to day liaison using existing procedures. The purpose of this is to pass on information promptly. They would keep people informed to ensure co-ordination of effort and that work is done effectively. *Example: liaising with Senior Premises Assistant to order stock or report problems.*

SERVICE DELIVERY

The role holder is required to deal with internal or external contacts who ask for service or require information. They would create a positive image of the institution by being responsive and prompt in responding to requests and referring the user to the right person if necessary. Contact is usually initiated by the customer and typically involves tasks with set standards or procedures. *Example: providing a portering or cleaning service.*

DECISION MAKING PROCESSES AND OUTCOMES

The role holder is required to take independent decisions which would impact on the immediate area of the role holder's work. *Example: deciding when and how much stock to order.*

PLANNING AND ORGANISING RESOURCES

The role holder is required to complete tasks to a given plan with allocated resources. *Example: deciding on when a specific area is going to need extra attention.*

A further important requirement of the role is to plan, prioritise and organise their own work or resources to achieve agreed objectives. *Example: deciding when and how to undertake set work tasks.*

INITIATIVE AND PROBLEM SOLVING

The role holder is required to solve day to day problems as they arise and choose between a number of options which have clear consequences. They would follow guidelines or refer to what has been done before and recognise when a problem should be referred to others. *Example: dealing with equipment failure.*

ANALYSIS AND RESEARCH

The role holder is required to establish the facts in situations which require further investigation and inform others if necessary. *Example: monitoring stock levels or monitoring which items are selling well.*

SENSORY AND PHYSICAL DEMANDS

The role holder is required to carry out tasks at a level which would require either learning certain methods or involve moderate physical effort. *Example: using tools and lifting heavy items.*

WORK ENVIRONMENT

The role holder is required to work in an environment which is relatively stable and has little impact on the role holder or the way in which work is completed. *Example: working in a stable environment.*

Role Code
GENOP02

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PASTORAL CARE AND WELFARE

The role holder is required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress. They would initiate the appropriate action by involving relevant people. *Example: showing sensitivity to staff and students.*

KNOWLEDGE AND EXPERIENCE

The role holder is required to be aware of basic principles and practices and have an understanding of the systems and procedures which directly impact on their own work. They would be supervised or work closely with colleagues they can turn to for support. *Example: understanding established practice, or being able to operate a buffer machine.*