

# Aberystwyth University - Role Profile Description

Title: Clerical & Secretarial 2

## **COMMUNICATION**

### **(a) Oral Communication**

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

On occasions there may be a requirement to understand and communicate information which requires either interpretation or explanation.

For example:

- Answering questions from staff or students
- Communicate problems or issues to supervisor accurately
- On occasions explain the service provided or how procedures work

### **(b) Written Communication**

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

On occasions there may be a requirement to understand and communicate information which requires either interpretation or explanation.

For example:

- Conduct email correspondence with staff, students and others relaying basic information on procedures or monitoring progress of work
- On occasions draft letters, emails, contracts or memos to staff students or external bodies using templates with modifications where appropriate

## **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 to pass on or receive information and data using existing procedures.

For example:

- Create links with colleagues in the University and with students
- Create links with external organisations

## **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.

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

For example:

- Provide a service to staff, students and or external organisations within set tasks, processes or procedures
- On occasions may need to explore the needs of the service user to provide the appropriate service
- On occasions may need to vary how procedures are applied in response to the specific needs of the user

## **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.

Provide advice to others to enable them to reach decisions that have a short term and local effect.

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 about the operation or amendment of procedures used in the role
- Provide an input to decisions about the service offered

## **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.

Occasionally 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
- Occasionally 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**

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

Frequently analyse routine data or information from standard sources using existing procedures.

For example:

- Collect, classify and record data from one or more sources
- Frequently conduct basic information searches from standard and readily available sources

## **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.

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 sufficient knowledge or expertise to work independently on allocated tasks.

For example:

- Know and be able to follow relevant procedures and processes, which apply to the role
- Use of office systems and equipment
- Basic understanding of the operations of the unit and how their role fits in