

# HERA Benchmark OU23 Senior Assistant (6) Grade 5

---

## Role Description

### Communication

#### (a) Oral Communication

The role holder receives, understands and conveys straightforward information in a clear and accurate manner.

In addition the role holder occasionally receives, understands and conveys information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others.

#### (b) Written Communication

The role holder receives, understands and conveys straightforward information in a clear and accurate manner.

### Team Work and Motivation

The role holder is required to:

- clarify the requirements;
- agree clear task objectives;
- organise and delegate work fairly according to individual abilities;
- help the team focus their efforts on the task in hand and motivate individual team members.

### Liaison and Networking

The role holder is required to:

- carry out standard day to day liaison using existing procedures in order to pass on information in the right format to the right people at the right time; build relationships and contacts to facilitate future exchange of information.

### Service Delivery

The role holder is required to:

- deal with internal or external contacts who ask for service or require information;

- 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 routine tasks with set standards or procedures.

Occasionally the role holder will initiate the contact, working within the University's overall procedures or policies.

### **Decision Making Processes**

The role holder is required to:

- take independent decisions which have a minor impact;
- be party to some collaborative decisions; work with others to reach an optimal conclusion which have a minor impact;
- provide advice or input to contribute to the decision making of others which have a minor impact.

### **Planning and Organising Resources**

The role holder is required to:

- plan, prioritise and organise the work or resources of self and others within own area daily, weekly or monthly;
- plan and manage small projects, ensuring the effective use of resources;
- receive information from and provide information to others to complete their planning;
- monitor progress against the plan.

### **Initiative and Problem Solving**

The role holder is required to:

- solve standard day to day problems as they arise;
- choose between a limited number of options which have clear consequences, by following guidelines or referring to what has been done before;
- recognise when a problem should be referred to others.

### **Analysis and Research**

The role holder is required to establish the basic facts in situations which require further investigation and inform others if necessary.

### **Sensory and Physical Demands**

The role holder is required to complete basic tasks which would require either a minimum of instruction or light, if any, physical effort.

### **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.

### **Pastoral Care and Welfare**

The role holder is occasionally required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress; initiate appropriate action by involving relevant people.

Occasionally the role holder is required to:

- give advice on commonly occurring welfare issues or queries;
- follow standard welfare procedures for the institution;
- recognise when an individual should be referred elsewhere for professional help;
- respect confidentiality.

### **Team Development**

The role holder is required to advise or guide new starters working in the same role or unit on standard information or procedures.

The role holder is occasionally required to:

- train or guide others on specific tasks, issues or activities;
- give advice, guidance and feedback on the basis of their own knowledge or experience;
- deliver training.

The role holder is occasionally required to:

- carry out training or development activity according to the needs of the individual or group;
- identify current capabilities and future needs;
- define the performance standards required;
- identify appropriate developmental activity;
- assess the application of learning and gives feedback and guidance on overall performance.

### **Teaching and Learning Support**

This is not a requirement for the role.

### **Knowledge and Experience**

The role holder is required to have sufficient knowledge or expertise to work on day to day issues in their own area without direct or continuous reference to others.