

# HERA Benchmark OU43 Professional (1) Grade 7

---

## 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 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 information to others.

#### (b) Written Communication

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

In addition, the role holder 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.

### 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 ensure dissemination of information in the right format to the right people at the right time; build relationships and contacts to facilitate future exchange of information;

- participate in networks within the institution or externally in order to ensure dissemination of 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 where the service is usually initiated by the role holder, working within the institution's overall procedures or policies;

AND/OR

- understand and explore customers' needs;
- adapt the service accordingly to ensure the usefulness or appropriateness and quality of service (content, time, accuracy, level of information, cost).

### Decision Making Processes

The role holder is required to:

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

- use initiative and creativity to resolve problems where the optimal solution may not be immediately apparent but has to be assessed by a process of reasoning, weighing up the pros and cons of different approaches;
- identify and assess practical options;
- break the problem down into component parts.

### Analysis and Research

The role holder is required to:

- analyse routine data or information using predetermined procedures and gathering the information from standard sources;
- work accurately to complete the task precisely as specified.

### **Sensory and Physical Demands**

The role holder is required to carry out tasks at a level which would require either learning certain methods or routines or involve moderate 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 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.

### **Team Development**

The role holder is occasionally 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.

In addition 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;
- give feedback and guidance on overall performance.

### **Teaching and Learning Support**

The role holder is required to provide standard information or deliver teaching or training to introduce students or others who are new to the area to standard information or procedures.

The role holder is required to provide standard information or deliver teaching or training to teach or train students or others on specific tasks, issues or activities; assess performance and provide feedback during the event.

### **Knowledge and Experience**

The role holder is required to apply working knowledge of theory and practice, sharing this knowledge with others as appropriate; demonstrate continuous specialist development by acquiring relevant skills and competencies.