

HERA Benchmark OU72 Senior Manager (2) Grade 9

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.

Occasionally the role holder receives, understands and conveys complex conceptual ideas or complex information which may be highly detailed, technical or specialist.

(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.

Occasionally the role holder receives, understands and conveys complex conceptual ideas or complex information which may be highly detailed, technical or specialist.

Team Work and Motivation

The role holder is required to:

- form and communicate a clear vision of what is to be achieved overall by a team;
- encourage individuals to contribute to this common goal to the best of their ability;
- create a sense of unity and common purpose.

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 influence events or decisions; undertake active collaboration to pursue a shared interest.
- initiate, build or lead internal networks; maintain relationships over time; establish communication channels for self or others to use in order to influence events or decisions; undertake active collaboration to pursue a shared interest.

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).

The role holder is required to:

- set the overall standards for service across a function or area of the institution;
- monitor service levels;
- pre-empt changes in customers needs and anticipate future requirements;
- maintain overall quality balancing different demands;
- ensure others have the support they need to provide quality service and fulfil their role.

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 have a significant impact;
- provide advice or input to contribute to the decision making of others which have a significant impact;

Planning and Organising Resources

The role holder is required to:

- take responsibility for the operational planning and organisation of larger projects or an area of work;
- co-ordinate a number of teams or projects on a monthly, quarterly or annual basis;
- set performance standards and establish monitoring procedures to keep track of progress across these different aspects of work;
- provide input to longer term planning.

Occasionally, the role holder is required to:

- carry out planning on a long-term or strategic basis that will affect large parts of the institution.

Initiative and Problem Solving

The role holder is required to:

- resolve problems where there is a mass of information or diverse, partial and conflicting data, with a range of potential options available;
- apply creativity to devise varied solutions, approaching the problem from different perspectives.

Analysis and Research

The role holder is required to:

- identify an appropriate existing method of analysis or investigation according to the data and objectives;
- recognise and interpret trends or patterns in data;
- identify or source additional information which could potentially help the investigation as the analysis progresses.

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 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.

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.

Occasionally, the role holder:

- gives support, guidance or pastoral care where standard procedures do not always exist;
- maintain confidentiality and build trust;
- judge when to listen, when to give advice or guidance and when to refer the individual for professional help;
- be fully aware of support networks for both themselves and the individual.

Team Development

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

The role holder is 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 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 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 a breadth or depth of experience showing full working knowledge and proficiency of their own area of expertise; act as a point of reference to others; demonstrate continuous specialist development, acquiring and refining skills and expertise in new or related areas through undertaking and encouraging internal or external development activity.