

Management, Specialist and Administrative Job Family - GRADE 1

Role Summary

Roles at this level carry out straightforward and routine clerical activities/duties within a well defined programme of work. Tasks are often of a repetitive nature, and work is completed to a given plan with short timescales/deadlines. Staff at this grade are given regular and direct supervision and work closely with colleagues to whom they can turn for support. Knowledge required for the role is typically gained through on-the-job training and/or limited work experience.

HERA Elements

Communication
<ul style="list-style-type: none"> ▪ Communicate basic/straightforward information orally (and in writing, where required) e.g. everyday communications on routine work related matters with supervisor/staff/students/visitors etc, passing on messages/notes, basic record keeping.
Teamwork and Motivation
<ul style="list-style-type: none"> ▪ An active participant in the team, co-operating and working with colleagues in order to meet team objectives/deadlines. ▪ Will normally have easy access to a supervisor/line manager for day-to-day support and guidance.
Liaison and Networking
<ul style="list-style-type: none"> ▪ Not a requirement of the role.
Service Delivery
<ul style="list-style-type: none"> ▪ Provides a routine defined service e.g. straightforward clerical and/or support activities (typing-up work, photocopying, data entry, filing, receiving and responding to everyday enquiries etc). ▪ Standards and requirements of the service are set by others.
Decision Making
<ul style="list-style-type: none"> ▪ Decisions made are routine in nature e.g. order in which to complete tasks, deciding when support/assistance is required to complete a task, when to refer a matter to a supervisor.
Planning and Organising
<ul style="list-style-type: none"> ▪ Complete tasks to a given plan or detailed set of instructions with allocated resources.
Initiative and Problem Solving
<ul style="list-style-type: none"> ▪ Respond to/solve standard day-to-day problems as they occur. Problems will be straightforward, resolved by following working practices and procedures or by referring the problem to others e.g. reporting faults/complaints to relevant person, reprioritising tasks due to workload/issues which have arisen etc.
Analysis and Research
<ul style="list-style-type: none"> ▪ Expected to establish the basic facts in situations and/or perform basic checks (e.g. filling out standard forms, data entry, updating and/or filing straightforward data and records etc).
Sensory and Physical Demands
<ul style="list-style-type: none"> ▪ The sensory/physical demands of the role will be straightforward, involving the use of standard office equipment e.g. photocopiers, fax machines, PCs etc.

Work Environment
<ul style="list-style-type: none"> ▪ Work is undertaken in a low risk/relatively stable environment e.g. offices, library etc.
Pastoral Care and Welfare
<ul style="list-style-type: none"> ▪ Show consideration to others and refer to relevant people if necessary.
Team Development
<ul style="list-style-type: none"> ▪ Not typically a requirement of the role.
Teaching and Learning Support
<ul style="list-style-type: none"> ▪ Not required to teach/train others outwith the team.
Knowledge and Experience
<ul style="list-style-type: none"> ▪ Required to be aware of basic principles and have an understanding of the systems and procedures which directly impact on work. ▪ May require basic IT skills and some knowledge of standard office equipment where appropriate. ▪ Knowledge gained through on-the-job training and/or limited work experience. ▪ Required competencies should be attained within a period of weeks/months. ▪ Knowledge of and adherence to the University's Health and Safety and Equal Opportunities policies/procedures.

Personal Skills/Attributes

- Work is carried out accurately, on time and to prescribed standards.
- Ability to follow clear instructions.
- Ability to provide good customer service.
- Ability to make effective use of basic equipment e.g. office equipment.
- Courteous and effective exchange of basic factual information.
- Basic numeracy and literacy skills.
- Attention to detail.
- Flexibility around basic routines eg change of workplace or team etc.