

Aberystwyth University - Role Profile Description

Title: Clerical & Secretarial 1

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 part of a team.

Frequently undertake a more proactive role in a team through the provision of active support to other team members, by demonstrating a flexible approach and helping to build team morale.

For example:

- Work as part of a group where the role holders work individually or in a small team
- Will need to support other members of the larger team as required
- Frequently provide cover for others in the team

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

Complete tasks to a given schedule using the resources provided.

Frequently organise own work and resources to meet agreed objectives.

For example:

- Completes tasks as they are allocated
- Will frequently plan work so that is it completed according to the schedule agreed

INITIATIVE AND PROBLEM SOLVING

Solve day to day problems as they arise using the available guidelines and referring to others when necessary.

For example:

- Resolve problems or queries that are made within guidelines if possible, refer the problem to others where it is not

ANALYSIS AND RESEARCH

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

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

For example:

- Collect, classify and record data from one or more sources
- On occasions 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

On occasions respond sensitively to those needing help or showing signs of distress and involve relevant trained people when appropriate.

For example:

- On occasions 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

Not required in the role.

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