

Role Title: **Clerical Officer**

COMMUNICATION

Oral Communication

Frequently receive, understand and convey straightforward information in a clear and accurate manner.

Occasionally receive, understand and convey 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.

Written Communication

Frequently receive, understand and convey straightforward information in a clear and accurate manner.

Occasionally receive, understand and convey 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

Implicit demands

Participate in and deliver their contribution to a team.

Primary focus

Be supportive and encouraging of others in a team; help to build co-operation by setting an example and showing a flexible approach to delivering team results; contribute to building team morale as an active participant in the team.

LIAISON AND NETWORKING

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 pass on information promptly and keep people informed to ensure co-ordination of effort and that work is done effectively.

SERVICE DELIVERY

Primary focus

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.

Secondary focus

Occasionally 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 customer's needs; adapt the service accordingly to ensure the usefulness or appropriateness and quality of service.

DECISION MAKING PROCESSES

Take independent decisions which have an immediate impact, which can be easily amended and have little effect beyond the immediate area of the role holder's work.

Be party to some collaborative decisions which may endure for some time and impact mainly on/in the work team; and work with others to reach an optimal conclusion which have a moderate impact.

Provide advice or input to contribute to the decision making of others which may endure for some time and impact mainly on/in the work team.

PLANNING AND ORGANISING RESOURCES**Implicit demands**

Complete tasks to a given plan with allocated resources.

Primary focus

Plan, prioritise and organize own work or resources to achieve agreed objectives.

INITIATIVE AND PROBLEM SOLVING**Primary focus**

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

Secondary focus

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; and break the problem down into component parts.

ANALYSIS AND RESEARCH**Primary focus**

Establish basic facts in situations which require further investigation and inform others if necessary.

Secondary focus

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

Occasionally 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

Carry out tasks at a level which would require either learning certain methods or routines or involve moderate physical effort.

WORK ENVIRONMENT

Primary focus

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

Occasionally 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 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; and respect confidentiality.

TEAM DEVELOPMENT

(training those outside the work team should be included under Teaching & Learning Support)

Frequently advise or guide new starters working in the same role or unit on standard information or procedures.

TEACHING AND LEARNING SUPPORT

Provide standard information or deliver teaching or training to introduce students or others who are new to the area to standard information or procedures.

KNOWLEDGE AND EXPERIENCE

Apply working knowledge of theory and practice, sharing this knowledge with others as appropriate; demonstrate continuous specialist development by acquiring relevant skills and competencies.