

Role Title: **Clerical Trainee (Modern Apprenticeship)**

COMMUNICATION

Oral Communication

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

Written Communication

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

TEAM WORK AND MOTIVATION

Primary focus

Participate in and deliver their contribution to a team.

LIAISON AND NETWORKING

Carry out standard day to day liaison using existing procedures in order to pass on information promptly; 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.

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.

PLANNING AND ORGANISING RESOURCES

Primary focus

Complete tasks to a given plan with allocated resources.

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.

ANALYSIS AND RESEARCH

Primary focus

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

Secondary focus

Occasionally 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.

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.

TEAM DEVELOPMENT

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

This is not a requirement for the role.

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

Be aware of basic principles and practices; have an understanding of the systems and procedures which directly impact on their own work and be supervised or work closely with colleagues s/he can turn to for support.