

## Role Title: **Senior Personal Assistant**

### **COMMUNICATION**

#### **Oral Communication**

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

Frequently 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.

Occasionally receive, understand and convey complex conceptual ideas or complex information which may be highly detailed, technical or specialist.

#### **Written Communication**

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

Frequently 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.

Occasionally receive, understand and convey complex conceptual ideas or complex information which may be highly detailed, technical or specialist.

### **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.

#### **Secondary focus**

Clarify the requirements; agree clear task objectives; organise and delegate work fairly according to individual abilities; help the team focus their efforts on the task in hand and motivate individual team members.

### **LIAISON AND NETWORKING**

Carry out standard day to day liaison using existing procedures in order to influence events or decisions; and undertake active collaboration to pursue a shared interest.

Participate in networks within the institution or externally 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.

Initiate, build or lead internal networks; maintain relationships over time; establish communication channels for self or others to use 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.

## **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 may endure for some time and impact mainly on/in the work team.

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.

### **Secondary focus**

Plan, prioritise and organise the work or resources of self and others within own area on a daily, weekly or monthly basis; plan and manage small projects, ensuring the effective use of resources; receive information from and provide information to others to complete their planning; and monitor progress against the plan.

## **INITIATIVE AND PROBLEM SOLVING**

### **Implicit demands**

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.

### **Primary 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.

### **Secondary focus**

Occasionally 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**

### **Implicit demands**

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

### **Primary 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.

### **Secondary focus**

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.

### **Secondary focus**

Occasionally required to understand how the work environment could impact on their own work or that of colleagues; and take standard actions, within health and safety guidelines where applicable, to adapt to the environment.

## **PASTORAL CARE AND WELFARE**

Frequently 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.