

Role Title: **CARETAKER**

## **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.

### **Secondary Focus**

Be supportive and encouraging of others in a team and help to build co-operation by setting an example and showing a flexible approach to delivering team results, as well as 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 pass on information promptly and to 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.

Be party to some collaborative 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.

**Secondary Focus**

Plan, prioritise and organise their own work or resources to achieve objectives.

**INITIATIVE AND PROBLEM SOLVING****Primary Focus**

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

**ANALYSIS AND RESEARCH****Primary Focus**

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

**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****Implicit demands**

Work in an environment which is relatively stable and has little impact on the role holder or the way in which work is completed.

**Primary Focus**

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

**PASTORAL CARE AND WELFARE**

Occasionally required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress; and initiate appropriate action by involving relevant people.

**TEAM DEVELOPMENT**

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

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

Occasionally required to train or guide others on specific tasks, issues or activities, give advice, guidance and feedback on the basis of their own knowledge or experience.

## **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**

Have sufficient knowledge or expertise to work on day to day issues in their own area without direct or continuous reference to others.