

Role Title: **Facilities Senior Manager**

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.

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.

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.

Primary 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.

Secondary Focus

Occasionally required to form and communicate a clear vision of what is to be achieved overall by a team; encourage individuals to contribute to this common goal to the best of their ability; and create a sense of unity and common purpose.

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; and build relationships and contacts to facilitate future exchange of information.

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; and build relationships and contacts to facilitate future exchange of information.

SERVICE DELIVERY

Implicit demand

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.

Primary focus

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; and adapt the service accordingly to ensure the usefulness or appropriateness and quality of service.

Secondary focus

Occasionally required to set the overall standards for service across a function or area of the institution; monitor service levels; pre-empt changes in customers needs and anticipate future requirements; maintain overall quality balancing different demands; and ensure others have the support they need to provide quality service and fulfil their role.

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.

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

Primary 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.

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

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**Implicit demand**

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; take standard actions, within health and safety guidelines where applicable, to adapt to the environment.

Secondary focus

Occasionally required to understand variability in their working environment and its potential negative impact on the work process or health and safety of the individual or colleagues; determine the level of risk and appropriate response.

PASTORAL CARE AND WELFARE

Frequently required to 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 required to 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 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; deliver training.

Occasionally required to carry out training or development activity according to the needs of the individual or group; identify current capabilities and future needs; define the performance standards required; identify appropriate developmental activity; assess the application of learning; give feedback and guidance on overall performance.

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.