

Role Title: **GROUNDSPERSON**

COMMUNICATION

Oral Communication

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

Written Communication

Occasionally 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 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; and to 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.

Provide advice or input to contribute to the decision making of others 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

Occasionally plan, prioritise and organize their own work or resources to achieve agreed objectives.

INITIATIVE AND PROBLEM SOLVING**Primary Focus**

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

Secondary Focus

Occasionally 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.

ANALYSIS AND RESEARCH**Primary Focus**

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

Secondary Focus

Occasionally analyse routine data or information using predetermined procedures and gathering information from standard sources.

SENSORY AND PHYSICAL DEMANDS

Carry out tasks which require either mastery of a range of sensory or physical techniques, concentration to co-ordinate different senses or precision in applying these sensory skills, or involve considerable 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 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; 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.

TEACHING AND LEARNING SUPPORT

This is not a requirement for the role.

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.