

Role Title: Labourer/Handyperson

## **COMMUNICATION**

### **Oral 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 information to others.

### **Written Communication**

Frequently receive, understands and conveys 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; 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.

## **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.

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**

### **Implicit demand**

Complete tasks to a given plan with allocated resources.

### **Primary focus**

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

## **INITIATIVE AND PROBLEM SOLVING**

### **Primary focus**

Solve standard day to day problems as they arise; choose between a limited 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 be required to 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 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 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 own work or that of colleagues; take standard actions, within health and safety guidelines where applicable, to adapt to the environment.

## **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)*

Occasionally required to 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**

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