

Role Title: **Mail/Security Assistant**

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.

Secondary focus:

Occasionally 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 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

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 of policies and/or understand and explore customers' needs; adapt the service accordingly to ensure the usefulness or appropriateness and quality of service (content, time, accuracy, level of information, cost).

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; 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.

Secondary focus

Occasionally use initiative and creativity to resolve problems where the optimal solution may not be immediately apparent but has to be addressed by a process of reasoning, weighing up the pros and cons of different approaches; identify and assess practical options; break the problem down into component parts.

ANALYSIS AND RESEARCH

Primary focus

Establish 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 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.

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.

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

Be aware of basic principles and practices; have an understanding of the systems and procedures which directly impact on their own work and be supervised or work closely with colleagues s/he can turn to for support.