

Role Description

COMMUNICATION

a) Oral Communication

Grade 3: Operational Support

WORK ENVIRONMENT

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

The role holder is required to understand how the work environment could impact on their own colleagues. They would take actions, within health and safety guidelines where applicable, to adapt to the environment. *Example: ensuring protective clothing is worn where necessary.*

PASTORAL CARE AND WELFARE

The role holder is required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress. They would initiate the appropriate action by involving relevant people. *Example: showing sensitivity to staff and students..*

TEAM DEVELOPMENT

The role holder is required to advise or guide new starters working in the same role or unit on standard information or procedures. *Example: helping to induct a new member of staff.*

The role holder is required to identify the training and development needs of the members of the work team. They would normally be expected to ensure agreed action is taken and follow up to ensure it has occurred. *Example: training staff on specific tasks.*

KNOWLEDGE AND EXPERIENCE

The role holder is required to be aware of basic principles and practices and have an understanding of the systems and procedures which directly impact on their own work. They would be supervised or work closely with colleagues they can turn to for support. *Example: understanding established practice, or sound knowledge of food hygiene regulations.*