Role Title: Research Officer

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.

Occasionally receive, understand and convey complex conceptual ideas or complex information which may be highly detailed, technical or specialist.

Written 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 the information to others.

Occasionally receive, understand and convey complex conceptual ideas or complex information which may be highly detailed, technical or specialist.

TEAM WORK AND MOTIVATION

Implicit demands:

Participate in and deliver their contribution to a team.

Primary 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 ensure dissemination

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 typicallyiei(r)-.()-.(a)-.(n)-(i(r) oise c(r)-.h(e)-.().. Td i.(a)(h)-.l(e)-(y).()-.(f)-()-.v.ellyby

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ANALYSIS AND RESEARCH

Implicit demands

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

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.

Identify an appropriate existing method of analysis or investigation according to the data and

TEAM DEVELOPMENT

(training those outside the work team should be included under Teaching & Learning Support)