

Role Title: **Facilities Assistant**

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.

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 required to 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.

PLANNING AND ORGANISING RESOURCES

Primary focus

Complete tasks to a given plan with allocated resources.

Secondary focus

Occasionally 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

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.