

# Aberystwyth University - Role Profile Description

Title: Campus Services 3

## **COMMUNICATION**

### **(a) Oral Communication**

Understands and communicates straightforward information in a clear and accurate manner.

On occasions there may be a requirement to understand and communicate information which requires either interpretation or explanation.

For example:

- Deal with requests from customers and on occasions explain procedures as required
- Communicate problems or issues to supervisor accurately
- Provide information to service users including explaining how a piece of equipment is used or why a particular service or facility may not be available
- Keep others, including students, informed of rules and regulations with the aim that they comply
- On occasion may communicate new work requirements to staff ensuring they understand what is required of them and why

### **(b) Written Communication**

Understands and communicates straightforward information in a clear and accurate manner.

On occasions there may be a requirement to understand and communicate information which requires either interpretation or explanation.

For example:

- Communicate with colleagues in writing particularly to pass on information at shift changes
- Write straightforward stock orders
- Complete incident report forms
- Receive booking requests and allocate appropriate vehicle
- Record information on timesheets

## **TEAM WORK AND MOTIVATION**

Work as an active member of a team through the provision of support to other team members, and demonstrating a flexible approach and helping to build team morale.

For example:

- Work as part of a team providing support and encouragement to other team members
- Provide cover for absent colleagues
- Work flexibly adopting new idea and ways of working when appropriate

- Learn from others in the team and share own knowledge and experiences
- May frequently set work and provide direction for team members and monitor their performance and provide feedback including praise for achievements

### **LIAISON AND NETWORKING**

Have contact with staff outside own work team to pass on or receive information and data using existing procedures

For example:

- Create links to other staff who are involved in provided different aspects of the service to receive and pass on information; users of the service to ensure that the work is completed to time and any issues are flagged
- Liaise with those who take charge of incidents to ensure complete and accurate information is passed on; including the police and other emergency services

### **SERVICE DELIVERY**

Respond promptly and accurately to those who request information or a service. This will usually involve routine tasks within a defined procedure or to a set standard. Refer request on to the right person if necessary.

On occasions may be required to explore the customer's requirements further and adapt the service provided to ensure that those requirements are met. May also, on occasions, approach internal or external contacts to provide a service that falls within current policies or procedures.

For example:

- Provide services to an agreed standard as specified by procedure documents or standards of service
- Respond to requests for information or work promptly if it is within predetermined procedures and refer to others where it is not
- On occasions work with those requesting a service to ensure the service provided fits their needs by for example changing the layout of pitches to incorporate another sport or a change in demand or adapting menus to meet specific dietary requirements

### **DECISION MAKING PROCESSES**

Take decisions that have a short term and local effect.

Work with others to reach decisions that have a short term and local effect.

Provide advice to others to enable them to reach decisions that have a short term and local effect.

For example:

- Take independent decisions on stocking vending machines, when to report student behaviour and which vehicle to allocate to which user when they book
- Take decisions with others on where and how library stock is stored, how to address issues for example health and safety issues
- Provide advice to management team to facilitate operational decision making

## **PLANNING AND ORGANISING RESOURCES**

Organise own work and resources to meet agreed objectives.

For example:

- Plan own work in accordance with schedules and ensure have adequate resources to complete tasks
- Be prepared to vary the schedule of activities in response to demands
- Plan the servicing and repair of equipment around seasonal changes or the academic year
- Frequently organise the work of own team, ensuring that they have the resources available to complete tasks and understand their objectives. This is usually in the context of predetermined schedules of work.

## **INITIATIVE AND PROBLEM SOLVING**

Solve day to day problems as they arise using the available guidelines and referring to others when necessary.

On occasions may solve problems where the solution is not necessarily obvious using initiative and reasoning.

For example:

- Notice when a problem arises and resolve if existing procedures cover the particular circumstance or refer to supervisor for additional guidance
- Respond to problems created by inadequate data, e.g. vehicle bookings, library stores requests etc, seek further clarification if necessary
- On occasions may deal with equipment failure and make alternative provisions for the service until it is repaired
- On occasions may deal with unacceptable behaviour from service users

## **ANALYSIS AND RESEARCH**

Establish the basic facts in a situation and inform others if necessary.

On occasions may analyse routine data or information from standard sources using existing procedures.

For example:

- Maintain counts of facilities users e.g. sports facilities
- Maintain stock records and ensure products are re-ordered when they reach an agreed level
- Collect data such as temperature readings in book, stores, kitchens or serving areas
- Produce reports on incidents that have occurred on campus or in the residences, establish the basic fact of what happened
- On occasions may ask for details relating to incidents on campus to establish what happened and for further investigation
- On occasions may record and reconcile till, bar or parking meter takings

- On occasions may collate timesheet details for authorisation and payroll purposes

### **SENSORY AND PHYSICAL DEMANDS**

Complete tasks that need some learned techniques, skills or routines or involve moderate physical effort.

For example:

- Undertake manual handling as required including moving stores, supplies, plant material etc
- Use equipment for catering, cleaning, grounds maintenance and sports facilities
- Use personal and other safety equipment when appropriate

### **WORK ENVIRONMENT**

Work in a relatively stable environment which has little impact on the way work is carried out.

On occasions recognise when an environment could adversely affect own work or that of colleagues and take action, within guidelines, to minimise any negative impact, e.g. through following risk assessments.

For example:

- Ensure work is conducted safely and with due regard to the safety of others using the grounds
- Follow risk assessment protocols when required
- Use personal protective equipment when risk assessments indicate it is required

### **PASTORAL CARE AND WELFARE**

Respond sensitively to those needing help or showing signs of distress and involve relevant trained people when appropriate.

For example:

- Frequently deal tactfully and sensitively with staff or students when they come into contact with them through their work, refer users to appropriate help when necessary

### **TEAM DEVELOPMENT**

On occasions provide advice or guidance to new colleagues in the role or team on standard procedures and information.

On occasions train or guide others on specific tasks, issues or activities on the basis of own knowledge and experience.

For example:

- On occasions take part in the induction of new team members by showing them around and introducing them to the work that they do
- On occasion deliver or organise relevant training for team members to enable them to perform their work when required and/or provide guidance to staff in the team on the operation of equipment and procedures as necessary

## **TEACHING AND LEARNING SUPPORT**

Deliver teaching or training materials to introduce students or others to standard information or procedures.

## **KNOWLEDGE AND EXPERIENCE**

Have sufficient knowledge or expertise to work independently on allocated tasks.

For example:

- Know and be able to follow relevant procedures and processes, which apply to the role
- Use of office systems and equipment
- Basic understanding of the operations of the unit and how their role fits in