

Role Title:

Frequently understand and convey straightforward information in a clear and accurate manner.

Occasionally receive, understand and convey straightforward information in a clear and accurate manner.

Participate in and deliver their contribution to a team.

Carry out standard day to day liaison using existing procedures in order to pass on information promptly, and keep people informed to ensure co-ordination of effort and that work is done effectively.

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.

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.

Complete tasks to a given plan with allocated resources.

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

