



### **Secondary focus**

Occasionally deal with internal or external contacts where the service is usually initiated by the role holder, working within the institution's overall procedures or policies; AND / OR understand and explore customer's needs; adapt the service accordingly to ensure the usefulness or appropriateness and quality of service.

## **DECISION MAKING PROCEDURE**

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.

Provide advice or input to contribute to the decision making of others which may endure for some time and impact mainly on/in the work team.

## **PLANNING AND ORGANISING RESOURCES**

### **Primary focus**

Complete tasks to a given plan with allocated resources.

Plan, prioritise and organize own work or resources to achieve agreed objectives.

### **Primary focus**

Plan, prioritise and organise the work or resources of self and others within own area on a daily, weekly or monthly basis; plan and manage small projects, ensuring the effective use of resources; receive information from and provide information to others to complete their planning; and monitor progress against the plan.

## **KNOWLEDGE AND PROBLEM SOLVING**

### **Primary focus**

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.

## **ANALYSIS AND RESEARCH**

### **Primary focus**

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

## **ENTRY AND PHYSICAL DEMAND**

Carry out tasks at a level which would require either learning certain methods or routines or involve moderate physical effort.

## **WORK ENVIRONMENT**

### **Definition**

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

### **Primary focus**

Understand how the work environment could impact on their own work or that of colleagues; take standard actions, within health and safety guidelines where applicable, to adapt to the environment.

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