

Role Title: **Lecturer**

COMMUNICATION

Communication

Frequently receive, understand and convey straightf

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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.

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and cons of different approaches; identify and assess practical options; and break the problem down into component parts.

second y oc

Occasionally resolve problems where there is a mass of information or diverse, partial and conflicting data, with a range of potential options available; apply creativity to devise varied solutions, approaching the problem from different perspectives.

ANALY AN Y A C

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

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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.

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Identify an appropriate existing method of analysis or investigation according to the data and objectives; recognise and interpret trends or patterns in data; identify or source additional information which could potentially help the investigation as the analysis progresses.

Occasionally analyse or research complex ideas, concepts or extensive data from different perspectives; work out how best to apply existing methodologies according to the overall context, objectives and expectations; identify the relationship between complex, interdependent factors.

N O Y AN Y CAL MAN

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

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Carry out tasks which require either mastery of a range of sensory or physical techniques, concentration to co-ordinate different senses or precision in applying these sensory skills, or involve considerable physical effort.

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y oc o p c de nd

Work in an environment which is rela(y)-(w).(s)-()-(r)-..le(i).(y).(p)-(e).N. Tm.(p(s)-()-(a).(n)-(i)(a).()-(ma).(n))-.(n

d-(r)-(i)h-(n)-(a).(Td (df)-(y).()W)-(ma).(n)t sdeapsrer lsl.(r)...(p).(o)-(a)-(-.(e-..)-(or)-(k)(r)-..l)etiaowdifymiy many

A O AL CA AN LA

Frequently required to 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.

Occasionally required to give advice on commonly occurring welfare issues or queries; follow standard welfare procedures for the institution; recognise when an individual should be referred elsewhere for professional help; and respect confidentiality.