



Initiate, build or lead internal networks; maintain relationships over time; establish communication channels for self or others to use in order to ensure dissemination of information in the right format to the right people at the right time; build relationships and contacts to facilitate future exchange of information.

Initiate, develop or lead networks which are external to the institution in order to ensure dissemination of information in the right format to the right people at the right time; build relationships and contacts to facilitate future exchange of information.

## **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.

### **Secondary focus**

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; A( (i)-(i)-( Td ( )-l).( D).( Td (/.(l).(Os)(R(i)a)-(l)-(d).(s)

## **INITIATIVE AND PROBLEM SOLVING**

**Implicit demands**



## **KNOWLEDGE AND EXPERIENCE**

Apply a breadth or depth of experience showing full working knowledge and proficiency of their own area of expertise; act as a point of reference to others; demonstrate continuous specialist development, acquiring and refining skills and expertise in new or related areas through undertaking and encouraging internal or external development activity.