

Role Title: **Graduate Teaching Assistant**

## **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**

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 PROCESSES**

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.

## ANALYSIS AND RESEARCH

### Implicit demands

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

### Primary focus

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.

### Secondary focus

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.

## SENSORY AND PHYSICAL DEMANDS

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

## WORK ENVIRONMENT

### Primary focus

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

### Secondary focus

Occasionally required to understand how the work environment could impact on their own work or

that of colleagues.

## **TEACHING AND LEARNING SUPPORT**