

Role Title: **Personal Assistant**

COMMUNICATION

Oral Communication

Frequently receive, understand and convey straightforward information.

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 may endure for some time and impact mainly on/in the work team.

Be party to some collaborative decisions which may endure for some time and impact mainly on/in the work team; and work with others to reach an optimal conclusion which have a moderate impact.

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

Implicit demands

Complete tasks to a given plan with allocated resources.

Primary focus

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

Secondary focus

Occasionally 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.

INITIATIVE AND PROBLEM SOLVING

Implicit demands

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.

Primary focus

Use initiative and creativity to resolve problems where the optimal solution may not be immediately apparent but has to be assessed by a process of reasoning, weighing up the pros and cons of different approaches; identify and assess practical options; and break the problem down into component parts.

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

TEACHING AND LEARNING SUPPORT

Provide standard information or deliver teaching or training to introduce students or others who are new to the area to standard information or procedures.

KNOWLEDGE AND EXPERIENCE

Apply working knowledge of theory and practice, sharing this knowledge with others as appropriate; demonstrate continuous specialist development by acquiring relevant skills and competencies.