

Role Title: **DOMESTIC SUPERVISOR**

COMMUNICATION

Oral Communication

Frequently understand and convey straightforward information in a clear and accurate manner.

Occasionally receive, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others.

Written Communication

Occasionally receive, understand and convey straightforward information in a clear and accurate manner.

TEAM WORK AND MOTIVATION

Implicit demands:

Participate in and deliver their contribution to a team.

Primary focus

Be supportive and encouraging of others in a team; help to build co-operation by setting an example and showing a flexible approach to delivering team results; contribute to building team morale as an active participant in the team.

Secondary focus

Occasionally clarify the requirements; agree clear task objectives; organise and delegate work fairly according to individual abilities; help the team focus their efforts on the task in hand and motivate individual team members.

LIAISON AND NETWORKING

Carry out standard day to day liaison using existing procedures in order to pass on information promptly, and keep people informed to ensure co-ordination of effort and that work is done effectively.

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.

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.

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.

PLANNING AND ORGANISING RESOURCES

Primary focus

Complete tasks to a given plan with allocated resources.

Secondary focus

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

Occasionally plan, prioritise and organise the work or resources of self and others within own area on a do. . Td ado..i-

TEACHING AND LEARNING SUPPORT

This is not a requirement for the role.

KNOWLEDGE AND EXPERIENCE

Be aware of basic principles and practices and have an understanding of the systems and procedures which directly impact on their own work. S/he will be supervised or work closely with colleagues s/he can turn to for support.

