

Role Title: **y A n**

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

Occasionally receive, understand and convey information which needs careful explanation or

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Occasionally deal with internal or external contacts where the service is usually initiated by the role holder, working within the Institution's overall procedures of policies and/or understand and

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

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

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Understand how the work environment could impact on their own work or that of colleagues; take standard actions, within health and safety guidelines where applicable, to adapt to the environment.

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Occasionally required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress; and 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.

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(training those outside the work team should be included under Teaching & Learning Support)

Occasionally required to advise or guide new starters working in the same role or unit on standard information or procedures.

Occasionally required to train or guide others on specific tasks, issues or activities; give advice, guidance and feedback on the basis of their own knowledge or experience; and deliver training.

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

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