

Role Title: **y**

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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

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.

**n y**

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 explore customers' needs; adapt the service accordingly to ensure the usefulness or appropriateness and quality of service (content, time, accuracy, level of information, cost).

**A**

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.

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.

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**A AL A**

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