Role Title: Exec we Off-cer

COMM N CA ON

Ora Co næa an

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

Frequently 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 information to others.

Frequently receive, understand and convey complex conceptual ideas or complex information which may be highly detailed, technical or specialist.

r~ en Co næa .on

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

Frequently 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.

Frequently receive, understand and convey complex conceptual ideas or complex information which may be highly detailed, technical or specialist

EAM OR AND MO A ON

p.c. de ands

Participate in and deliver their contribution to a team.

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.

Pr - arv foc s.

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.

recondary foc s. Form and communicate a clear vision of what is to be achieved overall by a team; encourage individuals to contribute to this common goal to the best of their ability; create a sense of unity and common purpose.

L A JON AND NE OR N =

Carry out standard day to day liaison using existing procedures in order to influence events or decisions; and undertake active collaboration to pursue a shared interest.

Participate in networks within the institution or externally in order to influence events or decisions; and undertake active collaboration to pursue a shared interest.

Initiate, build or lead internal networks; maintain relationships over time; establish communication channels for self or others to use in order to influence events or decisions; undertake active collaboration to pursue a shared interest.

Initiate, develop or lead networks which are external to the institution in order to ensure dissemination of information in the right format to the right people at the right time; build relationships and contacts to facilitate future exchange of information.

.⊿ER CE DEL ERY

p.c. de ands

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.

Pr.- ary foc s.

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.

Jecondary foc s. Set the overall standards for service across a function or area of the institution; monitor service levels; pre-empt changes in customers needs and anticipate future requirements; maintain overall quality balancing different demands; el enstanta(td)=2)+(f(d,h))-(f(d,h))-(f(e))-(u)-(u)-(u)-(u)-(u)-(d(e))-(d(e wodslrccorhitti-.(s)-.(l)h toms o.(t)-.(t)a.()m.ness pini-.(i).(n)meer.()-

N A E AND PROBLEM OL N =

p.c. de ≅ands

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.

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

PA. ORAL CARE AND ELFARE

Frequently required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress; initiate appropr