

## Role Title: **Laboratory Assistant**

### **COMMUNICATION**

#### **Oral Communication**

Frequently receive, 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 information to others.

#### **Written Communication**

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

### **TEAM WORK AND MOTIVATION**

#### **Primary focus**

Participate in and deliver their contribution to a team.

#### **Secondary focus**

Occasionally 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.

### **LIAISON AND NETWORKING**

Carry out standard day to day liaison using existing procedures in order to pass on information promptly; 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



## **WORK ENVIRONMENT**

### **Primary focus**

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

### **Secondary focus**

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.

## **PASTORAL CARE AND WELFARE**

Occasionally required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress; initiate appropriate action by involving relevant people.

## **TEAM DEVELOPMENT**

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

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

## **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**

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.