

Grade 4: Professional Support

Role Description

COMMUNICATION

a) Oral Communication

The role holder frequently receives, understands and conveys straightforward information in a clear and accurate manner. *Example: responding to a range of straightforward queries from students and/or staff.*

The role holder receives, understands and conveys 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. *Example: explaining a policy or procedure to those who are unfamiliar with it, or explaining course requirements and options to students.*

b) Written Communication

The role holder frequently receives, understands and conveys straightforward information in a clear and accurate manner. *Example: responding to straightforward enquiries by e-mail, or sending out standard information, or issuing a standard letter.*

The role holder receives, understands and conveys 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. *Example: Compiling an agenda, or writing up minutes from meetings, or drafting a factual report.*

TEAM WORK AND MOTIVATION

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INITIATIVE AND PROBLEM SOLVING

The role holder is required to solve day to day problems as they arise and choose between a number