

Grade 9: Professional Management

PASTORAL CARE AND WELFARE

The role holder is frequently required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress. They would initiate appropriate action by involving relevant people. *Example: showing sensitivity to staff and students.*

The role holder is required to give advice on commonly occurring welfare issues or queries following the standard welfare procedures for the institution. They would recognise when an individual should be referred elsewhere for professional help and respect confidentiality. *Example: dealing with the personal or welfare issues of members of the role-holder's team, or dealing with performance and disciplinary issues.*

TEAM DEVELOPMENT

The role holder is required to advise or guide new starters working in the same role or unit on standard information or procedures. *Example: regularly inducting or planning the induction of new members of staff.*

The role holder is required to train or guide others on specific tasks, issues or activities. They would give advice, guidance and feedback on the basis of their own knowledge or experience and deliver training. *Example: providing training or one-to-one coaching for staff.*

The role holder is frequently required to carry out training or development activity according to the needs of the individual or group and identify current capabilities and future needs. They would define the performance standards required and identify appropriate developmental activity. They would assess the application of learning and give feedback and guidance on overall performance. *Example: conducting staff appraisals and being responsible for the development of the department as a whole.*

TEACHING AND LEARNING SUPPORT

The role holder is required to introduce students or others who are new to the area to standard information or procedures. The role holder does this by providing standard information or delivering teaching or training. *Example: explaining standard procedures to students or other staff.*

The role holder is required to teach or train students or others on specific tasks, issues or activities. They would assess performance and provide feedback during the event. The role holder does this by designing content or learning materials within existing frameworks making appropriate modifications to existing materials on the basis of the knowledge or experience of the learner(s). *Example: designing and delivering training and guidance to others outside of the work team.*

KNOWLEDGE AND EXPERIENCE

The role holder is required to be recognised as an authority in their field or specialism within the institution or amongst external peers, based on demonstrated experience. They would shape and influence developments within the institution through their own contribution to their area of expertise. *Example: being the University's specialist advisor on specific legal issues (e.g. tax regulations, company law, housing law).*