



Outline Grade Descriptors

GRADE 1a

Job Purpose

Jobs in this grade provide a range of support or customer services. Jobs are characterised by a narrow range of routine tasks with close supervision by a person and/or a procedure. There are no supervisory elements.

Principal Accountabilities

These jobs will mainly be identifiable by assisting in the provision of straightforward technical, vocational, administrative or customer service roles within a department. Duties are likely to be task oriented and repetitive in nature.

- 1) Use equipment and/or procedures to achieve a specific end.
- 2) Exchange information with internal and external contacts related to a narrow work area.
- 3) Provide a service to customers relating to own area and/or based around a single system or process.
- 4) Undertake well defined processes, routines or procedures.
- 5) Provision of a basic customer service.
- 6) First step on training grade for vocational roles.

- 7) Undertake routine clerical support functions (filing, photocopying, mail sorting/distribution).
- 8) Undertake small scale reception/point of contact duties.
- 9) Support the administration of processes.
- 10) Data input.
- 11) Process basic operations/transactions.

- 12) Clean equipment using appropriate machinery.
- 13) Replenish stock.
- 14) Basic maintenance of equipment.
- 15) Set up equipment.

- 16) Moving general equipment.
- 17) Receive and distribute mail.
- 18) Monitor building security.

Knowledge, Skills and Experience

- Jobs at this level may have a requirement for customer service skills or previous IT usage but no specific job related experience.
- Duties can be learnt within a week or less including any compulsory requirement for training/testing (e.g. basic food hygiene).
- Interpersonal skills for customer service roles.
- Equipment knowledge may include machines/equipment related to domestic activities and some operational IT skills are appropriate.

Communication

- Contact will be primarily within own area. External contacts will be limited and related to own operations.
- Contact will be on the basis of exchanging information or providing a service.

Supervision given

- Limited only to demonstration of basic duties to new starters.
- Responsibility for recruitment, performance and discipline would be held at a higher grade.

Supervision received

- Posts will be closely supervised by a person or a process/procedure, although the relatively routine nature of the work may mean that the individual effectively works alone.
- At this level there will be few circumstances that are considered to be 'out of the ordinary', but where these occur, the post-holder would not be expected to resolve them.

Financial/Resource management

- Resource management limited to ensuring safe use of equipment including security of items.
- Responsibility for cash handling and/or transaction processing.
- Small scale limited ordering responsibility all within defined procedures.
- Budget responsibility limited to awareness of limitations and cost consciousness.
- Responsibility for using equipment and consumable stock items.

GRADE 1b

Job Purpose

Jobs in this grade provide a range of services across the University. Supervisory duties are likely to be performed at a higher level than this grade. Duties are likely to be task oriented and relatively repetitive in nature.

Principal Accountabilities

All activities would be identifiable by assisting in the provision of relatively straightforward technical, vocational, administrative or customer service roles within a department. Jobs are characterised by a range of fairly routine tasks with close supervision by a person and/or a procedure.

- 1) Use equipment and/or procedures to achieve a specific end.
- 2) Exchange information with internal and external contacts related to a specific area of work.
- 3) Provide a service to customers relating to own area.
- 4) Provide a service based around a number of processes/procedures with access to supervision for non-routine decisions.

- 5) Process systems, maintain records, simple financial processing.
- 6) Information gathering, basic statistics.
- 7) Reception duties.
- 8) Administrative assistance to a more senior role.

- 9) Set up equipment.
- 10) Monitor stock levels.
- 11) Supporting experiments/students/more senior staff (cleaning, setting up, provision of equipment).

- 12) Supervision of subordinate staff undertaking a routine operation or customer service function.
- 13) Assist more skilled/senior posts in the provision of a service or in the process of formal training.
- 14) Semi-skilled craft before completion of training.

Knowledge, Skills and Experience

- Jobs at this level may have a broad requirement for customer service skills, previous IT usage and/or office experience. While prior experience is not strictly necessary, it may be necessary to demonstrate the potential to perform.
- This level may include the first step in career grade or training posts that will lead after an extended period of work and study into a vocational skill area where the substantive post is higher.
- Duties for operational posts can be learnt within a period of a week to a month including any compulsory requirement for training/testing (e.g. basic food hygiene, basic IT usage).
- Interpersonal skills for customer service and supervisory roles.

- Equipment knowledge may include machines/equipment related to domestic or vocational activities and some operational IT skills are appropriate.

Communication

- Contact will be primarily within own area. External contacts will be related to own operations.
- Contact will primarily be on the basis of exchanging information or providing a service.

Supervision given

- Limited only to demonstration of duties to new starters.
- Responsibility for recruitment, performance and discipline would be held at a higher grade.

Supervision received

- Posts will be closely supervised by a person or a process/procedure, although the relatively routine nature of the work may mean that the individual effectively works alone.
- At this level there will be few circumstances that are considered to be 'out of the ordinary', but where these occur, the post-holder would not be expected to resolve them.

Financial/Resource management

- Responsibility for cash handling and/or transaction processing.
- Small scale limited ordering or purchase requisition responsibility all within defined procedures.
- Budget responsibility limited to awareness of limitations and cost consciousness.
- Responsibility for holding and using equipment and consumable stock items.

GRADE 2

Job Purpose

Jobs in this grade provide a service within routine procedures and relatively short time-scales. Jobs are characterised by a range of mainly routine tasks with limited supervision, but the responsibilities would be governed by standardised processes and procedures. Most tasks and responsibilities would fall within a relatively specialised area, or have a first line supervisory responsibility for a small team. Supervisory activity would be limited to like work, and would not usually have a distinct planning element. Responsibility for recruitment, performance and discipline would be held at a higher grade.

Principal Accountabilities

Process and procedure driven clerical support, set up equipment requiring some technical or specific knowledge, trainee or non specialist vocational craft based roles, team leader of operational roles, customer service activities.

- 1) Provide information and assistance to internal and external contacts related to a specific work area.
- 2) Provide a service to customers relating to own area.
- 3) Prepare or process routine documentation or information within standardised processes, and under supervision.
- 4) Carry out straightforward and routine interpretation of information, data and/or calculations.

- 5) Clerical support to a small department or team.
- 6) Support events (assist in the planning and organising).
- 7) Operation of a 'specialist' information / processing system.
- 8) Dealing with relatively straight forward queries.
- 9) Record, input and retrieve information (and processes) on database or other electronic or paper system. Provide information, as directed in different formats, to others.

- 10) Resolving technical problems.
- 11) Operation of simple machinery/equipment.
- 12) Stock responsibilities.
- 13) Prepare resources or equipment for use.
- 14) Set up apparatus/equipment for use by staff, students or other customers.

- 15) Some specialist/specific craft roles.
- 16) Customer service including additional responsibilities (setting up rooms or equipment).
- 17) Provision of a technical service to a number of customers.
- 18) May provide first line supervision, usually only to a small number of operational staff. Supervision would be limited in nature and of like work on a first line basis.

Knowledge, skills and experience

- Jobs at this level will require vocational qualifications or equivalent experience in a similar or related role.
- Processes or practices within the area would normally be learnt within 6 months.
- Interpersonal skills for customer service and supervisory roles.
- Specialist equipment knowledge (including on the job training), driving licence and operational IT skills are appropriate.

Communication

- Contact will be primarily within own area. External contacts will be closely related to own operations.
- Contact will be on the basis of exchanging or basic interpretation of information or by providing a service.

Supervision given

- Supervisory activity is limited to like work, and involves limited delegation and little or no planning.
- Responsibility for recruitment, performance and discipline would be held at a higher grade.

Supervision received

- Within the context of the level of duties undertaken, only difficult or unusual situations will require advice or guidance.

Financial/Resource management

- Responsibility for cash handling and/or transaction processing.
- Ordering or purchase requisition responsibility of a limited cost all within defined procedures.
- Budget responsibility limited to awareness of limitations and cost consciousness.
- Some responsibility for equipment and buildings within a small area, and allocation or monitoring of equipment and stock.

GRADE 3

Job Purpose

Jobs in this grade provide a range of services and are characterised by a range of fairly routine tasks with limited supervision, but the responsibilities would be governed by standardised processes and procedures. Most tasks and responsibilities would fall within a specialised area, or have a first line supervisory responsibility. Supervisory activity is limited to like work, and involves limited planning and delegation and responsibility for recruitment, performance and discipline would be held at a higher grade.

Principal Accountabilities

Routine process and procedure administration, set up and demonstration of technical, vocational craft based roles, team leader of operational roles, customer service activities.

- 1) Provide information and assistance to internal and external contacts.
- 2) Provide a service, including advice, to customers relating to own and related area.
- 3) Prepare or process routine documentation within standardised procedures.
- 4) Dealing with less straightforward queries.
- 5) Maintain information and processes on database or other electronic or paper system.

- 6) Operation/administration of a specific system.
- 7) Provision of advice and information in a specific area.
- 8) Administration of clerical procedures for department.
- 9) Liaison with other departments regarding own area of specialism.
- 10) Administration of budgets.

- 11) Performing routine experiments.
- 12) Maintenance and operation of equipment.
- 13) Provision of assistance to staff/students.
- 14) Set up and demonstrate technical equipment or procedures.

- 15) Qualified/trained craft posts (maintenance of equipment or plant, undertaking specialist activity).
- 16) Provide first line supervision to operational staff, which may mean that the supervision is more important than the technical skill.

Knowledge, Skills and Experience

- Previous work experience in a relevant area of work would normally be required.
- Relevant academic/vocational qualifications or equivalent work experience.
- Interpersonal skills for customer service and supervisory roles.
- Specialist equipment knowledge and operational IT skills are appropriate.

Communication

- Contact will be primarily within own area. External contacts will be related to own operations.
- Contact will be on the basis of exchanging information or providing a service.

Supervision given

- Supervisory activity is limited to like work, and involves limited planning and delegation.
- Responsibility for recruitment, performance and discipline would be held at a higher grade.

Supervision received

- Posts at this level often manage their own day to day workload where tasks regularly re-occur, but are set priorities and overseen by their line manager.
- Difficult and/or intransigent problems would be referred to the manager.

Financial/Resource management

- Responsibility for cash handling and/or transaction processing.
- Ordering responsibility all within defined procedures.
- Budget responsibility limited to awareness of limitations and cost consciousness.
- Limited responsibility for monitoring, replenishment and allocation of stock and equipment within an area.
- Responsible for machinery or equipment within an area.

GRADE 4

Job Purpose

Jobs in this grade provide technical, vocational, specialised administrative, co-ordination or customer services. Jobs are characterised by a variety of tasks, often with little direct supervision, but the responsibilities would be governed by standardised processes and procedures. Most tasks and responsibilities would fall within a specialised area and may also have a first line supervisory responsibility. Supervisory activity is limited to like work, and may involve some planning and delegation. At this level, responsibility for recruitment, performance and discipline would normally be held at a higher grade.

Principal Accountabilities

Activities would be identifiable by providing a specialist vocational/craft, operation of a specialist process and procedure, advisory, set up and demonstration in technical based roles, or first line supervision of operational or customer service activities.

- 1) Provide information and assistance to internal and external contacts whereby there is a need for analysis or action.
- 2) Provision of a specialist service or advice to a group or variety of customers.
- 3) Prepare or process documentation for use by external and internal contacts.
- 4) Maintain information and processes on a specialised database or other electronic or paper system.
- 5) Provision of support to a department or wider group of customers requiring a specialist service.
- 6) Co-ordinate and oversee a small part of a functional area.

- 7) Co-ordination of process or functional administration.
- 8) Support the administration of projects.
- 9) Supervise a team of more junior staff (in processing etc).
- 10) Develop and support departmental initiatives.
- 11) Organising and co-ordinating events.
- 12) Budgetary planning/responsibilities, with reference to a senior post.
- 13) Clerical/secretarial support to director/chair.
- 14) Small scale project work.

- 15) Undertake experiments/participate in research.
- 16) Design and construct equipment/experiments/projects.
- 17) Manufacture of equipment.
- 18) Assist in the supervision of student projects.
- 19) Set up PC equipment/networks and provide assistance.
- 20) Provide a diagnostic and corrective service.
- 21) Provide advice, set up and demonstrate technical equipment or procedures.

- 22) Provide first line supervision to an operational or customer focused work area or team leader in specialist/vocational area.

Knowledge, Skills and Experience

- Jobs at this level will require relevant education and academic/vocational qualifications and relevant work experience.
- Knowledge of a specialist functional area.
- Interpersonal skills for customer service and supervisory roles.
- Specialist equipment knowledge, operational IT skills are appropriate.

Communication

- Internal contact may be at a variety of levels or from a number of sources but will relate specifically to own area. External contacts will be related to own operations.
- Contact will be on the basis of exchanging and analysis of information or providing support or a specialist service.

Supervision given

- Supervisory activity is limited to like work, and involves some planning and delegation.
- Responsibility for recruitment, performance and discipline would be held at a higher grade.
- Where there is a defined vocational or specialist skill in this area, staff supervision is unlikely to be a significant part of the role.

Supervision received

- Posts at this level often manage their own day to day workload where tasks regularly reoccur, but are set priorities and overseen by their line manager.
- At this level, some posts may have performance targets set.

Financial/Resource management

- Responsibility for cash handling and/or transaction processing.
- Ordering responsibility all within defined procedures.
- Budget responsibility limited to awareness of limitations and cost consciousness.
- Responsibility for monitoring, replenishment and allocation of stock and equipment within an area.
- Responsible for machinery or equipment within an area.

GRADE 5

Job Purpose

Jobs at this level are more developed in specialist areas or have a wider organisational impact. Jobs are characterised by a variety of tasks, often with little direct supervision, but the responsibilities would be governed by broader processes and procedures that allow some latitude for decision making. Jobs may also have a first line supervisory responsibility, which will be limited to like work, and may be likely to involve planning and delegation. Responsibility for recruitment, performance and discipline may be held at this level.

Principal Accountabilities

Activities would be identifiable by providing a broad specialist vocational/craft, operation and maintenance of a specialist process and procedure, advice and guidance, set up, demonstration and design in technical based roles, or first line supervision.

- 1) Provide detailed information and assistance to internal and external contacts whereby there is a need for analysis or action.
- 2) Contribute to short term projects within own area or form part of a larger, departmental team for longer term projects.
- 3) Prepare or process documentation for use by external and internal contacts.
- 4) Maintain information and processes on a specialised database or other electronic or paper system.
- 5) Provision of support to a department or wider group of customers requiring a specialist service.
- 6) Input into the co-ordination and overseeing processes or a part of a functional area.
- 7) May undertake a supervisory role, which is likely to be of staff of a broadly similar nature and will involve some planning and organisation of activities and may include responsibility for recruitment, performance and discipline.
- 8) Vocational posts at this level tend to have significant experience and expertise and require access to a supervisor for only the more difficult of problems.

- 9) Manage a departmental office/support function.
- 10) Provide advice about functional issues.
- 11) Development, implementation and operation of services within the department.
- 12) Assist in implementing wider strategies.
- 13) Co-ordinate and 'manage' delivery of programmes/courses/training.
- 14) Financial administration to the department.
- 15) Liaison with external contacts to support and represent departmental activities.
- 16) Assist in strategy development for 'local' area within department.
- 17) Manage events or a section/team.
- 18) Undertake project work.

- 19) Provision of a technical support for projects (to staff/students).
- 20) Design and execution of experiments/systems and reporting/presenting the results.
- 21) Train and supervise staff and/or students and oversee procedures.
- 22) Design and develop equipment/experiments/systems (from first concept).

- 23) Responsibility for small scale technical services.
- 24) Support users and provide advice and guidance.
- 25) Diagnose IT faults and problems, provide IT support for computing facilities and maintain computing equipment.
- 26) Provide advice, set up and demonstrate technical equipment or procedures.

Knowledge, Skills and Experience

- Relevant academic/vocational/professional qualifications and related working experience or significant equivalent experience.
- Comprehensive knowledge of processes, practices, functional area or specialism.
- Developed expertise and knowledge in own field.
- Ability to assess and organise resources.
- Well developed analytical problem solving activities.
- Interpersonal skills for customer service and supervisory roles
- Knowledge of a specialist functional or skill area.

Communication

- Internal contact may be at a variety of levels or from a number of sources but will relate specifically to own area. External contacts will be related to own operations.
- Contact will be on the basis of exchanging and analysis of information or providing support or a specialist service.

Supervision given

- Supervisory activity is limited to like work, and involves some planning and delegation.
- Responsibility for recruitment, performance and discipline would be held at a higher grade.
- Where there is a defined vocational or specialist skill in this area, staff supervision is unlikely to be a significant part of the role.

Supervision received

- Posts at this level often manage their own day to day workload where tasks regularly reoccur, but are set priorities and overseen by their line manager.
- At this level, some posts may have performance targets set.

Financial/Resource management

- Responsibility for cash handling, stock responsibility or ordering responsibility all within defined procedures.
- Budget responsibility limited to awareness of limitations and cost consciousness.
- Responsibility for equipment or buildings within own or larger area, and allocation or monitoring of equipment and stock.

GRADE 6

Job Purpose

Jobs at this level are developed in specialist areas and have a wider organisational impact. Most activities would be identifiable by providing a specialist and/or advisory role within a department, or across a number of departments, often with little direct supervision and governed by broad processes and procedures that allow latitude for discretion and decision making. Jobs at this level may also have a first line supervisory responsibility, which is likely to be of staff of a broadly similar nature and will involve some planning and organisation of activities and is likely to include responsibility for recruitment, performance and discipline. Dealing with people may be a significant element of the role, either in liaising with colleagues, contractors, customers or supervising staff.

Principal Accountabilities

Specialist advisory or operational roles, supervisory technical roles, significant co-ordination or support roles.

- 1) Provide detailed information and assistance to internal and external contacts whereby there is a need for analysis or action.
- 2) Contribute to, or manage smaller, projects within own area or form part of a larger team for longer term projects.
- 3) Provision of detailed data analysis.
- 4) Manage information and processes on a specialised database or other electronic or paper system.
- 5) Provision of specialist support, advice and guidance to a department or wider group of customers requiring a specialist service.
- 6) Co-ordinate and oversee a part of a functional area, taking responsibility for allocating resources and ensuring procedures and processes are followed and that work objectives are met.
- 7) Develop or adapt new technology or processes and ensure they are suitable for use.

- 8) Generalist administrative provision for the department (implementation of HR policies, staff management, budgetary responsibilities, facilities management).
- 9) Project management.
- 10) Provision of advice, support and guidance in a specialist area.
- 11) Manage commercial operations or a small department.
- 12) Have an input into strategy design (particularly from a point of expertise).
- 13) Coach, train and develop managers, team members or colleagues.

- 14) Supervision of technicians/management and co-ordination of technical facilities for the department.
- 15) Develop plans for the development of technical services.
- 16) Manage expenditure relating to technical operations.
- 17) Manage departmental/project IT requirements, including maintaining and supporting networks or developing systems and software.
- 18) Provide specialist advice about technical equipment or procedures.

Knowledge, Skills and Experience

- Relevant academic/vocational/professional qualifications and related working experience or significant equivalent experience.
- Jobs at this level will require advanced training and working experience or substantial practical experience.
- It is likely the postholder would be an adept practitioner at this level.
- Interpersonal skills for the provision of advice, guidance and supervisory roles.
- An in depth knowledge of specialist equipment is appropriate.
- In depth knowledge of area of specialism and its related processes and practices.
- In depth knowledge of processes, practices, functional area or specialism.
- Advanced expertise and knowledge in own field.
- Ability to assess and organise resources.
- Well developed analytical problem solving activities.

Communication

- Internal contact will be at a variety of levels or from a number of levels and directions. External contacts will be predominantly related to own operations.
- Contact will be on the basis of providing advice, guidance or specialist knowledge or the provision of a co-ordinating or support activity.

Supervision given

- Supervisory activity is likely to be of broadly similar work, and involves planning, organising and delegation.
- Responsibility for recruitment, performance and discipline is likely to be held at this level.
- A degree of staff supervision is likely to feature in most roles at this level.

Supervision received

- Posts at this level often manage their own day to day workload but are set priorities and overseen by their line manager.
- At this level, some posts may have performance targets set.

Financial/Resource management

- There may be some budgetary responsibility at this level, either monitoring wider budgets or some control over a smaller devolved budget.

GRADE 7

Job Purpose

Jobs at this level would be identifiable by providing a specialist and/or advanced advisory role within a department, or across a number of departments with a wider organisational impact. Jobs are characterised by either a wide variety of tasks or in depth knowledge/practice of a specific area, with little direct supervision and governed by broad guidelines that allow latitude for discretion and decision making.

Responsibilities may include project and contract management, financial/budgetary and/or forward planning and policy development. Most jobs would be likely to also have a first line supervisory responsibility which is likely to be of staff of a broadly similar nature and will usually involve planning and organisation of activities and responsibility for recruitment, discipline and performance.

Principal Accountabilities

Recognised expert, specialist advisory or operational role. Management of a group of staff or a specialist activity. Report to and participate in relevant committees to contribute to strategy, develop policies and practices, and make recommendations.

- 1) Perform detailed analysis of information and/or data to present results, making recommendations via briefings, presentations or written reports.
- 2) Participate in departmental project management and/or contribute to larger University-wide external projects.
- 3) Provide input into departmental/work area policy development through contribution of own expertise.
- 4) Responsible for an area of work requiring substantial knowledge, skills or techniques and act as a recognised source of expertise.
- 5) Take the lead in a defined work area, facility, service or support team to ensure an agreed strategy, policy or business plan is implemented.
- 6) Senior administrative duties (financial/HR planning, budgetary management, facilities management, development/design of departmental strategy).
- 7) Provision of high level advice, guidance and support (often on a consultancy basis) to senior managers or the university as a whole in a specialist area.
- 8) Undertake projects/develop systems with institution wide impact.
- 9) Management of a department or area.
- 10) Develop strategies for own area and contribute to wider forward planning/strategy.
- 11) Undertake a role with significant external contact/influence.
- 12) Manage departmental technical facilities and operations.
- 13) Strategic planning for future technical requirements/developments.
- 14) Manage departmental/project IT requirements and contribute to improvements in IT systems on a University-wide basis.

Knowledge, Skills and Experience

- Jobs at this level will require post holders to have demonstrated development through a series of progressively more demanding relevant jobs.
- Relevant academic/vocational/professional qualifications and related working experience or significant equivalent experience and may hold membership of a professional body.
- Comprehensive knowledge and understanding of relevant work practices, processes, policies, procedures, regulations, legislation, quality standards and codes of practice, plus appreciation of wider University and HE issues and how they impact on the job.
- Interpersonal and communication skills – the ability to explain/present complex information. Develop internal and external relations, motivate develop and encourage performance in others.
- Ability to analyse and solve problems.
- Ability to organise and plan complex activities and events.
- In depth knowledge of processes, practices, functional area or specialism.
- Advanced expertise and knowledge in own field.

Communication

- Internal contact will be at a variety of levels or from a number of directions. Will be required to represent the department at University-wide meetings.
- External contacts will be predominantly related to own operations. Will attend meetings with external bodies to represent and report on work issues.
- Liaise and negotiate with customers and/or external bodies.
- Contact will be on the basis of providing advice, guidance or specialist knowledge or the provision of a co-ordinating or support activity.

Supervision given

- Supervisory activity will involve planning, organising and delegation.
- Responsibility for recruitment, performance and discipline is likely to be held at this level. Monitoring individual and team progress ensuring that strategy, policy and business plans are implemented.
- A degree of staff supervision is likely to feature in most roles at this level.

Supervision received

- Posts at this level manage their own workload but are set broad priorities by their line manager.
- At this level, some posts may have performance targets set.

Financial/Resource management

- Responsibility for management of budgets by overseeing resources and contracts for goods and services. Offer input into the departmental resource planning process and contribute to business/income development.
- Ensure that any purchases of stocks, equipment and consumables are maintained within pre-set expenditure. Contribute to planning future resource requirements within own area.
- Oversee general maintenance and security of a building, plant, machinery, equipment in project or area of work.

GRADE 8

Job Purpose

Jobs at this level are recognised experts and display significant breadth either in a service or team or a particular field or line management/supervision of an organisational unit. Responsibilities include project and contract management and are likely to include financial/budgetary and/or forward planning and policy development. Supervision is limited to broad or strategic direction and governed by broad guidelines that allow significant latitude for discretion and decision making. Supervision given is often of a diverse range of staff or management of a department and will involve planning, organisation and co-ordination of activities and responsibility for recruitment, discipline and performance.

Principal Accountabilities

Recognised expert, specialist advisory or operational role. Management of department, functional area or a specialist activity.

- 1) Perform detailed complex analysis of information and/or data to present results, making recommendations via briefings, presentations or written reports.
- 2) Undertake departmental project management and/or contribute to larger University-wide external projects.
- 3) Undertake work on policy development, leading where appropriate, within the departmental/work area through contribution of own expertise.
- 4) Responsibility for an area of work requiring substantial knowledge, skills or techniques and act as a recognised source of expertise, providing advice, guidance and development to team members.
- 5) Lead and manage a defined work area, facility, service or support team to ensure an agreed strategy, policy or business plan is implemented.
- 6) Report to, participate in, and may chair, relevant committees to contribute to strategy, develop policies and practices, and make recommendations.
- 7) Take the lead in planning or developing departmental/project IT requirements and contribute to improvements in IT systems on a University-wide basis.

- 8) Develop and steer strategic direction of operations.
- 9) Manage highly technical team of experts/consultants.
- 10) Management of a significant number and variety of operations/units/functions.

Knowledge, Skills and Experience

- Jobs at this level will require significant understanding and proficiency in a particular field. It would be a requirement for many posts to hold a related professional or post-graduate qualification.
- Extensive practical experience at this or a close level, and have demonstrated continuing development through a series of progressively more demanding relevant jobs.
- Interpersonal and communication skills – the ability to explain/present complex information. Develop internal and external relations, motivate, develop and

encourage performance in others and an ability to negotiate and persuade at a high level.

- Comprehensive knowledge and understanding of relevant work practices, processes, policies, procedures, regulations, legislation, quality standards and codes of practice, plus appreciation of wider University and HE issues and how they impact on the job.
- Ability to analyse and solve complex problems.
- Ability to organise and plan complex and long term activities and events.

Communication

- Contact will be at a variety of levels or from a number of directions. Will be required to represent the department at a variety of meetings, inside and outside the University.
- Liaise and negotiate with customers and/or external bodies at an advanced level.
- Contact will be on the basis of providing expert advice, guidance or specialist knowledge or the provision of a co-ordinating or support activity.
- Developing innovative solutions to customers' problems.

Supervision given

- Supervisory activity will involve co-ordination of activities, planning, organising and delegation.
- Responsibility for recruitment, performance and discipline is likely to be held at this level.
- Provide specialist guidance and support as a mentor or coach, which may include training, development and monitoring individual and team progress ensuring that strategy, policy and business plans are implemented.
- A degree of staff management is likely to feature in most roles at this level.

Supervision received

- Targets, goals and priorities are set for the post-holder either by their line manager or at University committee level. It is for the post-holder how to decide how to achieve these goals.

Financial/Resource management

- Responsibility for management of budgets by overseeing resources and contracts for goods and services. Oversee or take a significant role in the departmental resource planning process and contribute to business/income development.
- Manage purchases of stocks, equipment and consumables, ensuring they are maintained within pre-set expenditure.
- Undertake the planning of future resource requirements within own area.
- Oversee general maintenance and security of a building, plant, machinery, equipment in project or area of work.
- Set financial priorities for department or function.

GRADE 9

Job Purpose

Jobs at this grade will be experts in their field and will guide and lead the strategic direction of their department. Roles at this level require well-developed strategic thinking abilities.

Most activities would be identifiable by providing a leadership role in a specialism or across a number of departments or functions. Jobs are characterised by a wide variety of tasks and an in depth knowledge/practice of a specific area, with supervision limited to setting a general strategic direction.

Principal Accountabilities

Departmental directors, functional heads, institutional experts.

- 1) Perform high level and complex analysis of information and/or data to present results, making recommendations via briefings, presentations or written reports.
- 2) Participate in project management as lead figure to provide direction, advice and guidance where the day to day work is undertaken at a lower level.
- 3) Contribute to the formation of policy and strategy for the University as a whole from the post's standpoint as senior practitioner.
- 4) Take the lead in a department or functional area to contribute, develop and ensure implementation of strategy, policy or business plan.
- 5) Responsible for the assessment and subsequent planning and implementation of any emerging technological, legislative or functional changes relating to area of specialism.
- 6) Provide expert advice, guidance and acquired knowledge to resolve any departmental issues.
- 7) Report to, participate in and chair relevant committees to contribute to strategy, develop policies and practices, and make recommendations.
- 8) Make decisions on the use of specialist equipment or IT systems for department or functional areas.

Knowledge, Skills and Experience

- Jobs at this level will require significant experience in a similar or related role in addition to an appropriate qualification. It is unlikely that anyone at this level would not have a related professional qualification or relevant post graduate qualification. In the unlikely position of the post-holder not having a relevant degree or post graduate qualification, further related experience would be not be unrealistic.
- The post-holder would have an authoritative knowledge of their field of expertise.
- Exceptional interpersonal and communication skills are expected as a feature at this level including the ability to negotiate and influence individuals or groups on significant and intransigent issues. Develop internal and external relations, motivate develop and encourage performance in others.
- Ability to lead and manage strategic and/or high profile change.
- Ability to analyse and solve organisational problems.
- Ability to lead, organise and plan numerous complex or long-term activities and events.

Communication

- Contacts will be at a variety of levels or from a number of directions. Will be required to represent the department at a variety of forums e.g. University-wide, regional or national meetings, often in an expert capacity.
- Contact will be on the basis of leadership and the provision of expert advice, guidance or specialist knowledge.

Supervision given

- Responsibility for the management of recruitment, performance and discipline of an entire function or department.
- Set goals, targets and objectives for all staff, monitoring individual and team progress ensuring that strategy, policy and business plans are implemented.
- Plan longer term resource needs and manage the establishment for the functional area or department.

Supervision received

- General strategic direction is provided by the University's most senior management team and the University's committee structure.

Financial/Resource management

- Responsibility for setting financial priorities and individual budgets.
- Overall management of departmental or functional budgets.
- Advise on future physical resource requirements within own area e.g. equipment, apparatus, space, furniture and fittings.
- Contribute to the planning of major capital and plant expenditure.
- Oversee the general maintenance and security of a building, plant, machinery or equipment in project or area of work.