

## Agency Worker Administrative Services Job Profile

**Job Profile:** Administrative: e.g. senior secretary, PA, Team Leader or similar role within administrative services function, college or school.

**Grade:** 6

**Experience:** HNC/HND or equivalent level qualifications plus a minimum of 3 years' relevant work experience

**or** broad experience - **minimum 5 years** - acquired through a combination of job related training and considerable on-the-job experience, demonstrating development through involvement in progressively more demanding relevant work/roles.

**or** for entry-level **professional roles**, a degree plus some relevant experience plus experience of working with relevant specialised equipment, software or procedures.

**Summary:** Roles at this grade will be providing advice and support based on a detailed understanding of methods, systems and procedures gained through significant practical experience and/or formal training. They will exercise initiative and judgement to resolve daily problems within a range of established policies/procedures, seeking advice on more complex issues. There is discretion to determine short-term priorities and if applicable the priorities of a team of people involved in the same type of work. Contributions include proposing and implementing improvements to current working methods

### Knowledge & Skills required

- Comprehensive knowledge of the work practices, processes and procedures relevant to the role.
- Operating knowledge of service/systems/processes in own area that would be required to provide first line advice and guidance, typically of a more technical/specialised nature, to customers.
- Clear understanding of the standards and regulations set for the output of the job and how it is carried out.
- Working knowledge of the activities of other areas of the university relevant to school/department/work unit.
- Proven written and verbal communication skills.
- Experience of working/responding independently and dealing with unforeseen problems and circumstances.
- Where relevant, ability to supervise and train/develop other staff.