

Grade 8: Technical Management

Role Description

COMMUNICATION

a) Oral Communication

The role holder frequently receives, understands and conveys straightforward information in a clear and accurate manner. *Example: discussing requirements and materials for classes, or explaining that heating/electrical equipment will need to be shut down.*

The role holder frequently 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 operational use of computer programmes.*

The role holder receives, understands and conveys complex conceptual ideas or complex information which may be highly detailed, technical or specialist.

Grade 8: Technical Management

DECISION MAKING PROCESSES AND OUTCOMES

The role holder is required to take independent decisions which have an impact of defined spread which may endure for sometime. *Example: deciding how best to conduct an experiment, or deciding*

Grade 8: Technical 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 for 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: responding to the personal or welfare issues of members of the team.*

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 helping to induct new members of staff, or organising their induction programmes.*

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 members of the team.*

The role holder is required to identify the training and development needs of the members of the work team. They would normally be expected to ensure agreed action is taken and follow up to ensure it has occurred. *Example: conducting staff appraisals.*

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 how to operate equipment, or use software packages.*

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 providing standard information or delivering teaching or training. *Example: providing training to staff or students on specific tasks.*

KNOWLEDGE AND EXPERIENCE

The role holder is required to apply a breadth or depth of experience showing full working knowledge and proficiency in their own area of expertise. They would act as a point of reference to others and demonstrate continuous specialist development. They would acquire and refine their skills and expertise in new or related areas through undertaking and encouraging internal or external development activities. *Example: having a relevant qualification and specialist knowledge in the field, having management skills, participating in appropriate activities to keep professional knowledge up-to-date.*