UNIVERSITY OF CAMBRIDGE

Sample Role Profile

When submitting a Role Profile each request will need to include

- Grading Administration form (New Requirement – NR1)
- Completed Role Profile (using track changes showing all changes made)
- An organisational chart clearly showing the role, and other roles within the team/ section.
- A completed Role Profile Support Tool – HERA Statements

Job title	**Level 2 Business Administrator Apprentice**
Reports to (Position Title)	

Role Overview

In one or two short paragraph(s), provide factual, quantitative information that summarises the scope of the role, and its relationship to the overall aims/ goals of the team/ Department or School (specific tasks and activities are covered in the **Main duties and responsibilities**).

The role holder will be based in Department X and provide administrative support that assists the work of the department.

The role holder will develop their skills, knowledge and behaviours, in line with their apprenticeship training, and, increasingly over the period of the apprenticeship, contribute to the work of the team.

Department X supports university faculties, departments, colleges, students and supervisors through the student life cycle, post-admission through to post-graduation.

Role purpose

In one or two short paragraph(s) outline the main purpose of the role. It is useful to define What is being done (e.g. managing) to Whom or What (e.g. the xx team) to achieve what Outcome. (E.g. to ensure that agreed response times are met).

The role holder will be undertaking an administrative role in Department X and will contribute to the effectiveness of the department.

As the apprenticeship progresses, the role holder is expected to work with increasing independence, undertaking duties of an administrative nature in support of the work of Department X, and to solve straightforward problems (e.g. answering queries from internal or external enquirers) with minimal guidance

Staff management responsibility

(Please tick the applicable statement(s), and indicate the number of staff (or others – see guidance notes), whose work the role is responsible for.

An org chart showing the staff managed and reporting relationships within the team should also be supplied on a separate document)

	Required
Supervisory - Allocate tasks, check the quality/ quantity of the work and provide informal feedback on the standard of the work. Introduce team members to new processes and procedures.	☐

	Staff	Contractors	Others

How many people does the role supervise?			

Line management – Undertake formal staff review and development processes, manage staff welfare issues, identify training and development needs of an individual or team, undertake formal performance management for individuals as required.	☐
	Staff
How many people does the role Manage?	

Resources managed
e.g. budgets, annual spend value, equipment, buildings (please list the overall value and/or purpose of resources managed)

N/A

Main duties and responsibilities
Describe the key areas of work need to be undertaken by the role holder in order to meet the purpose of the role as stated above. It is anticipated that no duty should exceed 3 or 4 lines. Please list the tasks in order of importance.

1	**Supporting Operations** • Representing the forward face of Department X; • Assisting visitors with general enquiries; • Answering straightforward queries received by telephone or email and referring complex queries as appropriate • Receiving and distributing incoming post and saving / scanning documentation through the Electronic Document Management (EDM) system; • Managing visitors to the building • Scheduling and organising meetings.
2	**Administrative skill development** • Learn basic skills of area of work (e.g. use of basic office / windows tools alongside specific databases, under the supervision of supervisor or allocated staff member. • Apply skills in routine and straightforward task under supervision. E.g. issuing documents on request either as hard copy or via the secure electronic document management system • Undertake more advanced tasks under supervision, or straightforward tasks independently, e.g. release of information to third parties, scanning documents
3	**Contribute to projects** • Observe projects and contribute to basic operations within a project, e.g. online research comparing services at other institutions. • Work independently on elements of a project or task, referring all decisions to Line Manager, applying new skills as appropriate
4	**Formal Training** • Complete appropriate training, as arranged by training provider in conjunction with Line Manager, to achieve apprenticeship
5	**Other** • Such other duties commensurate with training as the line manager may from time to time require

Working Conditions

Which statement best describes the environment in which the role will primarily be based?

Office based. Some travel to similar sites may be required. Normal health and safety requirements will be followed.

Physical Requirements

Which statement best describes the physical demands of the role?

Requires normal physical effort associated with an office environment (or equivalent)

Sensory Requirements

Which statement best describes the sensory demands of the role?

Uses normal office equipment and/ or standard tools

This role profile outlines the duties required at the current time to indicate the level of responsibility. It is not intended to be a comprehensive or exhaustive list and may be varied by University management to include other reasonable requests which are up to the same skill level, and of the same type, already undertaken and which do not change the general character of the job or the overall level of responsibility.

The University expects that you will:

- Treat all members of the University community (including all staff, partners, students and visitors) with respect, courtesy and consideration at all times.
- Behave professionally to, and expect professional behaviour from others in the University community (including all staff, partners, students and visitors).
- Take care of their own health and safety, not compromise the health and safety of others, and comply with University and departmental safety requirements.

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Person Specification

Criteria	Description	Essential or Desirable
Experience List the key experiences that an individual would need to be able to do the role. Be careful not to quantify this in 'years'. e.g. Experience working with finance IT systems.	None required	
Skills List the key skills that an individual would need to be able to do the role. Be careful not to quantify this in 'years'. E.g. Advanced Excel.	Computer literacy required, perhaps evidenced by formal Level 2 (GCSE grade C or above, or equivalent) qualification. Evidence of practical problem-solving skills Ability to communicate clearly, orally and in writing, to a diverse audience	
Qualifications List the key qualifications that an individual would need to be able to do the role. Be careful not to overstate the level required.	GCSEs at Grade C or above (or equivalent) in English and Mathematics	
Additional requirements List any additional requirements that may be relevant to the role (on-call, weekend working etc.)	Enthusiasm for an administrative career. Attendance at organised training and the successful completion of studies is an essential requirement of this Apprenticeship. The role holder should be in a position to be considered for a grade 3 role at the end of the apprenticeship, as roles become available.	

Behavioural Attributes Framework

Behavioural attributes (or behavioural competencies) are a way of describing a range of individual characteristics that can be measured and can be shown to differentiate effective and ineffective performance.

Behavioural Attributes are not used as part of the grading process. Behavioural attributes may however assist staff during recruitment, performance, training and carer progression.

The Recruitment Guidance section of the HR web pages provides information on how the attributes may be used as selection criteria, when short-listing and during interviews. Where departments/institutions are going to use behavioural attributes during the recruitment process, potential applicants for the vacancy should be made aware of this in the HR7 Further Information document. An optional paragraph is included within the HR7 template for this purpose.

HR will provide the Department with the headings for each behavioural attribute, specific to the grade of the role. Departments wishing to use the behavioural attributes may then select which behaviours and positive indicators are relevant, adding these into the HR7 Further Information document as required.

Guidance notes for completing the Role Profile

The Role Profile is a multi-purpose document, supporting managers from grading, through recruitment, induction and into the employee review process, it is a continual cycle, and the document should be reviewed at regular intervals so as to ensure that changes to the requirements of the role are identified, and recorded.

General guidance
The Role Profile should be used to describe the tasks and duties that make up the role. It is important that it gives an accurate impression of the purpose of the job and what the role holder will be expected to achieve so that:
- The most suitable applicants are encouraged to apply for your vacancy;
- The person appointed to the role understands what is expected of him/her and there is a framework for discussing his/her performance, including during probation; and

When developing the Main Duties and Responsibilities section you:

Should
- Give an accurate impression of what the job involves, taking care not to over or understate the duties.
- Focus on objectives, outputs or expected results rather than the specific tasks undertaken to achieve these
- Define each duty and responsibility as a statement of what the role holder is expected to achieve (i.e. outcome) by:
  - Start the sentence with the action (e.g. plans, prepares, produces, provides, maintains, analyses, tests etc. then
  - Describing the activity to which the action is applied (e.g. tests new systems, analyses financial data); then
  - Stating briefly the purpose of the activity in terms of outputs or standards to be achieved (e.g. tests new systems to enable them to meet the agreed systems specification; analyses financial data using Excel spreadsheets to show departmental expenditure on a monthly basis).
- Review the expectations of the role alongside other roles within the team (check for clarity in levels of responsibility, control etc).

Avoid
- Using too many duties, between 6 and 10 should be sufficient for the majority of roles.
- Words like 'assists', 'helps', 'ensures', 'deals with', 'manages', 'works with', etc, unless they are qualified by how the activity is done);
- Detailing the way that a specific task or activity is to be carried out (this can make the description overly prescriptive)
- Basing the duties on the previous occupant, when a role is vacant ensure that description supports the requirements of the role to be undertaken, not necessarily on the tasks the previous individual undertook.
- Using jargon, acronyms (unless also spelt out), or making reference to specific systems/ equipment (unless previous experience is an essential requirement– this should be listed as such in the person specification).