

## 1. Team work

- Understands own role in the team, making every effort to play his/her part
- Shows respect for colleagues and co-workers
- Develops and maintains good working relationships with others, sharing information where appropriate
- Offers own ideas and perspectives

## 2. Information Management / Processing

- Approaches and delivers all work in a thorough and organised manner
- Adheres to procedures and protocols, understanding their value and the rationale behind them
- Keeps high quality records that are easy for others to understand
- Draws appropriate conclusions from information
- Suggests new ways of doing things better and more efficiently
- Is comfortable working with different types of information, e.g. written, numerical, charts and carries out calculations such as arithmetic, percentages, etc.

## 3. Customer Service & Communication Skills

- Actively Listens to others and tries to understand their perspectives/requirements
- Understands the steps or processes that members of the University Community must go through and can clearly explain these
- Is respectful, courteous and professional, remaining composed even in challenging circumstances
- Can be firm when necessary and communicate with confidence and authority
- Communicates clearly and fluently both verbally and in writing

#### 4. Specialist Knowledge, Expertise and Self Development

- Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, spreadsheets, Microsoft Office, relevant policies etc.
- Clearly understands the role, objectives and targets and how they fit into the work of their Department/unit
- Is committed to self-development and continuously seeks to improve personal performance

#### 5. Drive and commitment to the values of University College Cork

- Constantly strives to perform at a high level and deliver a quality service
- Serves the university and its community of staff and students to his/her highest ability
- Is thorough and conscientious, even if work is routine
- Is enthusiastic and resilient, persevering in the face of challenges and set backs
- Is personally honest and trustworthy
- At all times acts with honesty and integrity

#### 6. Delivery of Results

- Takes responsibility for work and sees it through to the appropriate next level
- Completes work in a timely manner
- Adapts quickly to new ways of doing things
- Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes
- Writes with correct grammar and spelling and draws reasonable conclusions from written instructions
- Identifies and appreciates the urgency and importance of different tasks
- Demonstrates initiative and flexibility in ensuring work is delivered
- Is self-reliant and uses judgement on when to ask Manager or Colleagues for guidance