

Please find below a list of the required competencies relating to the Administrative Promotion from Executive Assistant to Senior Executive Assistant and Library Assistant to Senior Library Assistant and the main factors associated.

1. Team Work

- Positively works with others within the team showing flexibility and adaptability in approach to work and allocation of duties
- Promotes develops and maintains good working relationships with others sharing information as required
- Actively contributes to the work of the team, suggesting options for improvement to process and/or policy in an effective and constructive fashion
- Contributes to the overall performance of the team through an effective and efficient approach to work
- Offers support and assistance to colleagues when required and may act as an informal mentor

2. Information Management & Decision Making

- Adheres to procedures and ensures they are implemented in own area while understanding the rationale behind them
- Reviews completed work regularly and acts on learning points
- Evaluates current work practices to identify changes that could be made to improve efficiencies
- Can work effectively on a number of tasks at the same time
- Is comfortable working with and manipulating a range of data, e.g. numerical, written, etc.
- Makes appropriate decisions in a confident manner and can justify and stand by them

3. Delivery of Results

- Delivers work on time and to a high standard
- Takes responsibility for own work and any direct reports
- Plans and prioritises the work schedule, ensuring the efficient use of all of the resources available and delivering on objectives even with multiple or conflicting demands
- Evaluates the current work practices to identify changes that could be made to help them run more effectively
- Maintains accurate records and monitors work, ensuring any errors are identified and rectified
- Appreciates the need to delegate work appropriately

4. Interpersonal & Communication Skills

- Shows respect, tact and maintains composure when dealing with colleagues and the wider University Community
- Demonstrates the ability to be assertive and negotiate when necessary, communicating in a clear and confident manner whilst remaining approachable and polite
- Listens to others and invites feedback, dealing with information in a constructive way
- Influences others by actively listening and clearly expressing their position
- Produces written letters/ reports in a clear and concise manner

5. 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, relevant policies etc.
- Clearly understands the role, objectives and targets and how they fit into the work of the Department/ Unit
- Leads by example, being committed to self-development and enhancing the knowledge and skills required to improve performance

6. Drive and commitment to the values of University College Cork

- Constantly strives to perform at a high level, demonstrates flexibility and finds solutions to overcome obstacles
- Serves the University and its Community of staff and students to his/her highest ability
- Can work independently without excessive guidance or support
- Demonstrates resilience in the face of significant demands and challenges
- Ensures that the University community is at the heart of all services provided
- Is personally honest and trustworthy
- Acts with integrity and supports this in others