

## **GUIDANCE FOR PROMOTION TO GRADE 4**

The guidance found below will help you select appropriate information to include in your application. The examples provided are not exhaustive, they are there to illustrate the types of activity that fit the criterion described.

In your application please address all of the criteria in section A **and** choose two of the criteria within section B.

### **SECTION A**

*Please demonstrate how you meet ALL of the criteria listed in this section.*

**A1 - You provide information that needs careful explanation and make sure that it is understood, adapting the information as necessary depending on who you are communicating with.**

This considers all forms of communication you use in your role. There will be occasions when you are likely to be communicating and clarifying matters of a non-routine nature and as such you might use a range of language which is more technical or specialist in nature. Given your audience will be dependent on your knowledge and experience, you will also give consideration to the format and tone used to ensure your message is properly understood. The level of knowledge of those receiving the information will be crucial in this.

To help structure the information you provide in your application, you might like to think about:

- Who you talk to in your role and/or what do you write about?
- What type of communication is exchanged and why?
- How do you decide what to say/write and when to say/write it?

Examples

- Presenting ideas and persuading colleagues to adopt to a certain point of view/position.
- Explaining technical information in clear terms that everyone can understand.
- Providing detailed instructions
- Writing up results for experiments.
- Drafting formal minutes.

**A2 - You are an effective team member helping and supporting others in your team and taking part in discussions about the service.**

This considers your role in your immediate work team. You will be working independently although following the strategy and overall direction from others to guide and direct yourself and possibly other team members. You will be involved in regular team meetings and you may occasionally act as a point of help and support for your team, providing advice and guidance to less experienced team members.

To help structure your response, you might like to think about:

- What teams are you involved in, what is their purpose and what are they trying to achieve?
- Who is in the team and what is your role within it?
- How are team members motivated and encouraged?

Examples

- Explaining standard processes or procedures to a colleague.
- Advising colleagues in the absence of a team manager.
- Suggesting changes to how your team works together.

- Supporting your team in busy periods or when you are short staffed.

### **A3 - You help to find ways to improve the service provided by your team.**

This considers your role in shaping and delivering the service provided by your team. For the most part you will be delivering a service defined by others although you will be inputting your own ideas into the overall discussions about team direction and standards, either through team meetings or directly to your manager. In some instances, this may be informed by customer feedback you have received.

To help structure the information you provide in your application, you might like to think about:

- What service you provide and to whom?
- How do you find out what your customers want?
- Who sets the overall standards for the service and decides what services will be offered?

Examples

- Contributing ideas about operational improvements.
- Making suggestions on how a process should operate.
- Providing feedback on an area of work that is ineffective.
- Listening to any customer feedback received and ensuring this is passed back at team meetings.

### **A4 - You are involved in decisions about your own area of work and your immediate team and provide information to help others make decisions.**

This considers any decisions you make or are involved with as part of your role. Decisions can be those you make yourself, those you are involved in with other colleagues or situations where you are providing advice to colleagues who then make those decisions based on your advice. The impact of the decisions you are involved with will usually be limited to you and your immediate work team.

To help structure the information you provide in your application, you might like to think about:

- The decisions you are involved in making.
- How are decisions made and who makes them.
- How do you take typical decisions and what are the results of making them.
- Who else is involved in making decisions and how do you contribute to those decisions.

Examples

- Deciding as a team who will deal with certain queries/problems.
- Choosing stock from a preferred suppliers list.

### **A5 - You plan and prioritise your own work ensuring that you complete tasks on time and that your work meets the required standard.**

This considers your responsibility for planning and prioritising your own work. You will do this independently and will not need to regularly seek support or direction from your immediate line manager. You will understand your own personal priorities and order your tasks appropriately, forward planning and taking account of deadlines and any changing priorities you are informed of by your manager. You will be responsible for the overall quality of your work which would not typically be checked on a regular basis.

To help structure your response, you might like to think about:

- How do you plan and prioritise?
- What may impact any plans you put in place?
- What things do you need to consider and take account of?
- How is your progress monitored?
- How do you ensure your work is of a consistently high quality?

Examples

- Deciding when and how to respond to requests for information/assistance.
- Responding to requests for information in line with deadlines.

## **SECTION B**

Please demonstrate how you meet TWO of the following criteria.

### **B1 - You provide direction and support to others in your team.**

*\*Please note that should you choose to provide evidence against B1, it is likely to overlap with the evidence required in A2. In this situation, there is no need to duplicate information in addressing both points. Simply provide the evidence for both under B1.*

This considers your role in your immediate work team. You may be a senior member of the team or you may be informally responsible for other members of your team. While you may not be a formal line manager, on a day to day basis you will often provide supervision, advice, support and direction to the team on behalf of the line manager to ensure the service is delivered effectively.

To help structure the information you provide in your application, you might like to think about:

- What teams are you involved in, what is their purpose and what are they aiming to achieve?
- Who is in the team and what is your role within it?
- How are team members motivated and encouraged and how do you support this?

Examples

- Allocating rotas and schedules to teams.
- Deputising in the absence of a supervisor.
- Providing advice on processes/procedures to team colleagues

### **B2 - You are part of groups or networks to share information with people from other areas.**

This considers your involvement in any local groups or networks. These will be outside of your immediate work team and could be internal or external to the University and both formal and informal in nature. Although they can be physical groups or networks where you attend a meeting, they could also be remote groups. Your role within the groups or networks would typically be to disseminate and share information with colleagues/members.

To help structure the information you provide in your application, you might like to think about:

- What is the purpose of the group or network you are involved in?
- What is your role in it?
- What would happen if you were not a part of the group or network?
- What information will you be passing on or receiving?

Examples

- Member of an internal Personal Assistant network, sharing ideas and helping to improve work practice across the institution.

**B3 - You gather, analyse and interpret information and report your findings to others in the most appropriate format.**

This considers your involvement in gathering, manipulating and analysing data. It goes beyond simple fact finding and the presentation of simple system reports. You will often gather data from multiple sources and undertake some initial analysis and interpretation of your findings. You will then decide on the most appropriate format to deliver these results. This could be a short report, verbal update or presentation but you will have considered your audience and the update to be given before deciding on the best method of delivery.

To help structure the information you provide in your application, you might like to think about:

- What are you researching/analysing and why?
- What data do you need to obtain?
- How do you obtain it?
- Who do you report your findings to?

Examples

- Gathering and manipulating trend data to present to others.
- Performing calculations and presenting results.
- Setting up and conducting simple experiments and presenting the findings.
- Developing and providing statistics using standard techniques.
- Undertaking basic experiments and analysing results.

**B4 - You routinely use high levels of dexterity, significant concentration or physical skills.**

This considers the skills, senses and physical effort your role may require. You may be required to use materials, tools and machinery in your work and which routinely require dexterity and significant concentration. In addition to significant physical effort, you may be expected to use your physical abilities and skills to perform complex and difficult movements, including working in cramped or small spaces or in awkward positions. Care, precision and accuracy are essential and in many cases the skills you use will have been built up over time and/or during practical training.

To help structure the information you provide in your application, you might like to think about:

- Do you use any tools or equipment?
- Are you required to lift, carry or handle large and heavy objects?
- Do you work in cramped/confined spaces or in awkward positions?
- Do you need specific skills and how long did it take to learn or develop them?

Examples

- Lifting heaving, awkward objects where training or lifting tools may be required to ensure it is done safely.
- Driving heavy/specialist vehicles.
- Preparing samples slides and examining or testing samples.
- Using a specialist piece of equipment e.g. a complex microscope, printing equipment or a chainsaw or ride on mower.
- Handling animals correctly.
- Craftwork e.g. painting and decorating.
- Maintaining grounds or pitches.

**B5 - You work in a potentially hazardous environment and need to follow specified health and safety procedures.**

This considers your work environment and the need to take responsibility for dealing with it. Your focus will be on taking appropriate action to control or reduce risk or to ensure that any impact from the environment does not result in harm. Whilst typically there will be someone else ultimately responsible for health and safety of your area, you will be responsible on a day to day basis and you are likely to be responsible for others in addition to yourself. Normally the degree of risk or level of hazard is obvious.

To help structure the information you provide in your application, you might like to think about:

- What is your environment like?
- Are you responsible for the safety of others?
- Do you have to take any special measures to reduce risk or control the environment?
- Do you have to use any safety equipment or special clothing?

Examples

- Following safe procedures when using machinery or electrical equipment.
- Reporting faults so that people are working in a safe environment.
- Ensuring protective clothing is available and worn by yourself and others.
- Working in a hazardous environment e.g. kitchen or laboratory.
- Formal health and safety responsibility is part of your agreed duties.