: This covers a broad range of roles delivering general administrative and operational support

Activities and responsibilities likely to be required when working at this level

Providing front of house service and general office administration support; using face-to-face, phone and email communication, escalating appropriately; coordinating and administering basic finance processes (e.g. raising agreed Purchase Orders and Inter Departmental Transfers (IDTs); supporting financial reporting; additional responsibility and proactivity around taking action where required;

*Roles within a medical/science and engineering settings could include additional duties such as; providing a service to laboratories on a day to day basis; awareness of health and safety issues.

Development options to consider when working towards this level

Familiarity with UCL regulations; relevant experience delivering customer service support; an ability to work in other areas or teams; reviewing, advising on and improving processes and procedures.

Work shadowing; joining a Community of Practice (CoP).

Connecting with peers and colleagues from other teams.

Receiving mentoring support or obtaining feedback from your manager and peers.

General MS Office applications; Health and Safety training (e.g. Fire Evacuation Marshall (FEM), Emergency First Aid at Work (EFAW)); Finance and HR training; website content management training; data reporting, and other relevant UCL systems training.

These describe expected behaviours in line with UCL culture and values (see pages 20-21).
For Ways of Working indicators and steps to development please refer to the WFor Ways of   Fof   Fr

HR/Research/Finance/Departmental Administration; Facilities Support; Office/Lab Management

Activities and responsibilities likely to be required when working at this level

Managing people and resources; leading on small projects; working independently and taking responsibility for decisions; providing advice and information on policy, process and regulations including implementation; acting as a point of escalation; triage of issues; planning and managing day to day work of a team or area, anticipating issues and monitoring progress against the set plan; building and maintaining relationships with UCL colleagues and external stakeholders; sharing good practice and enable smooth running of your areas of responsibility.

Development options to consider when working towards this level

(see pages 18-19)

Project work; creating and managing project related budgets; supervising staff; analysing information; report writing and data analysis; secondments; undertake public speaking and presenting; reviewing, advising on and improving processes and procedures; build a greater cultural/audience awareness.

Join a Community of Practice; attend relevant UCL wide forums; develop awareness of the HE operating environment through networking, external events and undertaking own CPD; build a network amongst peer group; speaking to your manager and peers.

Project and financial management training; fundamentals of management training; National Examination Board in Occupational Safety and Health (NEBOSH) training; plan for additional relevant training, Possible membership with relevant professional bodies, e.g. Association of University Administrators (AUA), Chartered institute of Personnel Development (CIPD), Association of Research Managers and Administrators (ARMA), etc.;

These describe expected behaviours in line with UCL culture and values (see pages 20-21).
For Ways of Working indicators and steps to development please refer to the Ways of Working website www.ucl.ac.uk/human-resources/policies-advice/ways-working.

HR/Research/Finance/Departmental Management; Facilities Management; Office/
Lab Management

Activities and responsibilities likely to be required when working at this level

Providing leadership support to a team or teams; providing advice, influencing and implementing strategy and long term goals; planning; responsibility for communications within a team/area; managing significant budgets and resources; able to use workforce planning to identify recruitment and talent needs within area; accountable for service delivery; providing outreach support in the form of presentations, running workshops; deputising for senior managers; being aware of internal and external risks and issues that may affect area of work; leading on projects; advising senior management on operational issues; providing and analysing management information; contributing to the development and implementation of departmental strategic operating plans; promote and enable collaboration across service areas; facilitating staff development.

Development options to consider when working towards this level

Head of Service Area, Senior Management

Activities and responsibilities likely to be required when working at this level

Actively supporting the development and implementation of short-term and long-term strategy; working with the relevant senior managers to set the strategic direction and leadership for the relevant area, while ensuring adequate workforce planning is in place to deliver; responsibility for leadership, innovation and new ways of thinking; providing leadership and direction to staff; developing KPI's and using management information; high level financial management; influencing and negotiating; leading organisational change; stakeholder engagement and managing relationships at a senior level, both internal and external; managing staff wellbeing and/or complaints including dealing with grievances and appeals; managing large scale departments working in very dynamic environments; contribute to decision-making at a senior management level; representing department or UCL on internal and external working groups.

(see pages 18-19)

Development options to consider when working towards this level

Managing a team; demonstrating commitment to change and innovation; contribute to the development of strategy; resource planning and management; dealing with complex HR issues.

Taking a lead role in a Community of Practice; chairing meetings and working/project groups; representing your department at institutional level; senior team network; presenting to governance groups and project boards; network with senior colleagues across UCL and across other institutions; attending and presenting at conferences

Leadership training; project management qualification; managing large budgets/finance training

These describe expected behaviours in line with UCL culture and values (see pages 20-21).
For Ways of Working indicators and steps to development please refer to the Ways of Working website
www.ucl.ac.uk/human-resources/policies-advice/ways-working.

Directors/Chief Operating Officer

Activities and responsibilities likely to be required when working at this level

Managing senior stakeholder engagement and relationships, both internal and external; writing institutional strategy; high-level decision making; ultimate representative for the specific area; representing the organisation in legal matters; articulating and delivering against, a strategic vision; broad subject knowledge with a practical understanding of how to apply it to different sectors; experience of leading a substantial team, often through change; managing complex, and often regulated, stakeholder environments and relationships; substantial reputation in their field; ability to innovate and create new solutions which take into account strategic implications within UCL; managing multiple complex budgets; exercising sound judgement and appropriate decision-making; setting out and ensuring the implementation of policies appropriate to the service area.

Development options to consider when working towards this level

Formulating and executing strategies (e.g. first draft); leading major projects and programmes; delivering change; Initiating new and creative ideas; identifying opportunities pro   e settings (e.g. chairingK