

## Team Member Roles & Responsibilities

### 1. Role

The role of a team member is to share collective responsibility for the performance of the team, to be an effective team player and undertake assigned work within the agreed timescales.

A team member will usually report through to a manager/team leader.

- Client Service
  - Be enthusiastic and committed to the team's purpose, sharing responsibility for team performance and results.
- Achieving Results
  - Take responsibility for the delivery of assigned tasks within the agreed timescales.
- Teamwork
  - Work co-operatively with all colleagues for the benefit of the College and its Clients.
- Professional Skills
  - Develop and apply the relevant skills and knowledge to operate competently.

### 2. Responsibilities

- Client Service
  - Understand the College's business and context of your work within the team and across the College.
  - Understand the College's products and services and the areas that make us distinctive within the marketplace.
  - Identifying problems and collaborate with others to propose solutions in an effort to solve them.
  - Actively look for ways to improve service and implement if appropriate or bring proposals to the attention of others.
  - Be flexible in approach to role and task completion and when applicable 'step in' or 'step up' to other roles/positions that may need support.
  - Develop and maintain effective relationships with clients, colleagues, suppliers and other stakeholders.
  - Promote and raise the profile of the College in the marketplace where possible.
  - Refer client feedback and concerns to your manager/team leader.

- Engage with the development and expansion of the College's business through internal and external activities such as open days, centre tours, focus groups and presentations etc.
- Present a positive image to other areas of the College and external contacts by engaging with internal projects and initiatives.

- Achieving Results

- Plan and complete delegated tasks.
- Take responsibility for the work you produce ensuring high levels of attention to detail.
- Be flexible in approach to task completion, considering a variety of ways to meet business needs.
- Monitor own quality of delivery levels and raise any concerns with your manager/team leader.
- Prioritise work daily by checking timescales, ensuring most important tasks are completed first.
- Through your daily tasks demonstrate commitment to our Values.
- Challenge accepted thinking or ways of doing things in a positive and constructive manner.
- Comply with the organisation's internal systems and procedures.

- Teamwork

- Demonstrate drive, determination, enthusiasm and an ability to work effectively as a team member.
- Work co-operatively with fellow business professionals and tutors to encourage good working relationships and maintain high levels of client support and delivery.
- Support and promote teamwork and maintain regular dialogue with all members of the team and colleagues within your centre and across centres.
- Provide cover, when appropriate, for the team in cases of absence or unavailability.
- Support fellow team members to achieve deadlines within and beyond your own area of responsibility.
- Attend and contribute to team meetings ensuring that your experience is shared with the wider team.
- Seek and provide regular constructive feedback through working together.

- Professional Skills

- Develop skills to fulfil or exceed the responsibilities of a competent team member in your function.
- Develop and implement your development plan with your manager.
- Keep up to date with developments in your area of specialism.
- Ensure your performance review takes place on a timely basis and that objectives are agreed.
- Discuss and agree personal development needs as part of your performance development review.
- Attend relevant training and development.
- Receive, reflect and act on feedback on own performance.

### **3. Other Contribution**

- The College values good citizenship and social responsibility, and encourages people to take an active role within each centre / function to help define the College's personality and Values – supporting the achievement of World-class status.
- It is the individual's responsibility to inform their manager of their wider contribution via supporting evidence as appropriate.