

Administrative Assistant (AA) – Grade Descriptor

Overview of Roles at this Pay-band Level

- Roles at this level will include those which provide straightforward administrative or support services; for example, creating, updating, distributing or tracking documents; checking mail; taking messages; reception services; data input; word processing; photocopying and scanning of documents; mail services; maintaining room booking systems; meeting and greeting visitors etc. Additionally, duties may include answering and directing calls and dealing with basic written or e-mail enquiries.
- For the most part much of the work at this level will be routine in nature comprising mainly of a limited number of straightforward repetitive tasks. Work will be closely monitored or regulated, either by direct supervision or by established procedures and operating guidelines.

Key Functions at this Pay-band Level

- **Administration & Secretarial:** may include providing general administrative support to a specific team including diary management; copying, distribution and filing of papers; data input; monitoring e-mail boxes; arranging meetings or other events; booking rooms/venues; producing basic e-mails and documents etc.
- Maintaining stationery stocks; updating databases; processing incoming and outgoing mail; internal messenger duties – distribution of mail; reception duties including meeting and greeting visitors; switchboard duties - answering and directing calls; photocopying.

Key Differences from Roles in the Pay-band Level below

- Not-applicable

Knowledge & Skills

- Roles at this level will require a general understanding of the work area. Effective performance should be achieved after a short period of

on-the-job training. Little or no previous experience is required.

- As many of these roles will form part of teams, individuals will need to demonstrate good team working skills as well as a flexible approach to work activities.
- Interpersonal, oral and written communication skills and keyboard skills, including the use of particular software applications are also key requirements as is a basic working knowledge of general office equipment.

Contacts & Communications

- Contacts at this level will typically focus on transferring information or documentation clearly and accurately: for example, making arrangements and dealing with requests from staff for travel itineraries; meeting and greeting visitors; communicating requests or other information on behalf of more senior staff; preparation of documentation following standard formats or templates; running straightforward reports etc.
- For outward facing roles, responding to routine enquiries from members of the public and other stakeholders may form a significant part of the role. Such contacts would, however, be limited to responding to straightforward enquiries with more detailed questions escalated to the appropriate individual or team.

Problem Solving

- Work will typically be governed by a framework of rules, established procedures or well established work practice and procedures. Whilst there will be a requirement to exercise some initiative and judgement the approach to most aspects of the work will be well established. Problems which do arise will tend to be fairly prescribed. They may involve some fact-finding in terms of searching through historical records or data and selecting the right choice or approach from one or two straightforward options. In the main problems will be resolved by reference to established procedures or by reference to more experienced colleagues or supervisory staff.

Decision Making

- The repetitive nature of the work means there is typically little scope for making independent decisions. Those that are required will generally relate to determining the sequence in which work is undertaken.
- Although advisory work is not a feature of roles at this level role-holders will be expected to communicate, provide and exchange routine information effectively e.g. collating workload statistics etc. They will also be expected to provide answers to straightforward enquiries escalating requests outside their knowledge base to the appropriate individual or team.

Autonomy

- Work follows standard procedures and operating guidelines and will generally be subject to checking or close supervision. In the event of anything untoward or unusual occurring, reference would always be made to a supervisor, line manager or more senior staff.

Management of Resources

- This is not a feature of roles at this level.

Impact

- Roles at this level will produce work which generally affects only their own performance with some scope to affect the performance of their immediate team. Externally, impact is likely to be limited to courteous and effective exchanges of basic information in response to straightforward enquiries. In short, the impact of decisions or actions will be mainly limited to the effectiveness of own work.