

Executive Officer (EO) - Grade Descriptor

Overview of Roles at this Pay-band Level

- This is the first level where there is a requirement to make judgements rather than simply choosing an appropriate response or course of action from a limited range of known options. Role-holders may act as the main point of contact for a work area or function providing technical advice on the appropriate course of action to take in relation to a specific process, system or procedure. Roles at this level may also require the limited application of specialist expertise, analytical skills or first line management (as opposed to supervisory) skills and will generally work without close supervision
- At this level recognised procedures and established guidelines tend to be less tightly defined. Consequently, there is more scope for role-holders to exercise judgement and discretion in interpreting albeit within the limits of those frameworks.
- This is also the first level at which formal staff management responsibility might form part of the role i.e. full management responsibility for performance and development.

Key Functions at this Pay-band Level

- **Management & Administration:** managing and co-ordinating discrete areas of delivery or business support; planning and organising administration support with associated responsibility for the day-to-day management and allocation of work.
- **Professional & Specialist:** provision of advice or support on specialist or technical issues e.g. first-line technical support.

Key Differences from Roles in the Pay-band Level below

- By comparison with the grade below, there is a step change in relative levels of responsibility. Roles at this grade involve a range of tasks that typically require role-holders to exercise initiative in the processing and analysis of information or in determining how work should be progressed. Roles in the grade below largely operate in more structured work environments, undertaking work in relation to transactional, operational or process issues where necessary judgements can be made from a choice of one or two straightforward options. The main focus of roles in the grade below is narrower and limited in the main to transactional administrative tasks.

Knowledge & Skills

- Roles at this level will require an understanding of the work area as well as a general understanding of its links to other work areas. Most roles will require new entrants to spend an extended period of time to become fully effective in the role.
- For roles where the main focus is on providing first level specialist input to a particular area of activity, role-holders will require specialist (graduate or equivalent) qualifications and may also require an extended period of training to acquire relevant specialist knowledge and expertise.
- Additionally, good oral and written communication skills together with interpersonal skills are key requirements. For some roles first level management skills will also be a requirement.

Contacts & Communications

- Contacts at this level will typically focus on providing advice on specialised but established procedures and related matters to staff and to external stakeholders.
- Role holders may act as the main point of contact for a work area. As such they will be involved in providing technical advice and support to staff or external providers on the appropriate course of action to take mainly in relation to a specific process, system or procedure. For example, providing advice on policy and procedural matters; solving user technical problems; arranging on-line publications etc.

Problem Solving

- The majority of problems at this level will revolve around the collection, organisation and analysis of information or the investigation of specific issues. Role-holders will be expected to identify gaps in information, conduct analyses to highlight and prioritise issues for further investigation and prepare reports to support decision making by more senior staff. Some problems may raise new issues which may require a greater degree of fact-finding and analysis in order to identify an appropriate solution.

- Roles at this level are often involved in analysing data or information and providing technical advice and support to staff or external stakeholder on the appropriate course of action to take in relation to a specific process, system or procedure. In this latter respect role-holders may act as the main point of contact for a work area providing advice on specialised but established procedures or processes recommending alternative courses of action as appropriate.
- For those roles which encompass first-line management responsibilities role-holders will ensure effective operation on a day-to-day basis, reviewing and monitoring work activities and resolving problems referred by junior staff.

Decision Making

- At this level decision making will mainly relate to choosing the appropriate course of action from a limited range of options. In general terms work will require an analysis of all available information and possibly, an investigation of the background, events or actions giving rise to the issue at hand.
- Role-holders will also analyse data, management information or financial information and prepare factual reports highlighting key facts, issues and trends (and in some instances recommendations) for consideration by more senior staff.
- Role-holders with first line management responsibilities will take decisions relating to the delegation and allocation of work, setting short-term priorities and appropriate standards.

Autonomy

- Roles at this level usually work within a framework of recognised procedures and established guidelines. However, there will be some discretion to vary or tailor individual courses of action according to the circumstances of the case or issue at hand.
- Role-holders will be expected to work largely unsupervised organising their working day and adjusting priorities as required. However,

more senior staff will usually be available to provide help and support in relation to unusual issues or difficult cases. In short, role-holders will often operate with minimum supervision but clear guidance.

Management of Resources

- Some roles will carry formal management responsibilities for the work of a number of staff. At this level management responsibilities will typically focus on the timing and sequencing of tasks and activities, responding to changing priorities and ensuring work is completed to time and in accordance with quality standards.
- Formal budgetary responsibility is not a feature of roles at this level.

Impact

- At this level decisions or actions are most likely to have an impact on a specific work area but may affect other functional areas of activity. In this regard, many roles at this level will act as a source of technical support or expertise to others in the work area interpreting instructions and needs and providing analytical support to more senior staff.
- Because role-holders at this level tend to work more collaboratively with senior staff decisions, actions or recommendations will typically have a wider impact than roles where the main emphasis is on providing guidance on individual issues or procedures.