

Senior Secretary (Pay Band 8) – Grade Descriptor

Overview of Roles at this Pay-band Level

- The Senior Secretary grade is the second grade in the Secretarial Group. The main differences in the grade from that of the Secretary are the advanced computer skills (particularly word processing) and more advanced administrative duties.
- Senior Secretaries in the Civil Service will also play a supportive role in the organisation, undertaking all the tasks of a Secretary, but the roles are usually more experienced and may be slightly more specialised. Senior Secretaries may supervise staff of a lower grade. E.g. Administrative Assistant or Secretary posts. The role is also more likely to be involved in training of Secretaries or other staff as appropriate, as well as checking the work of others. Senior Secretaries are more likely to answer enquiries of a routine nature or state facts from searching files where the document would not be checked or authorised at a more senior level and the emphasis will be on satisfying internal and external stakeholders.

Key Functions at this Pay-band Level

- For roles providing direct personal support to senior staff, managing time commitments is an important consideration and may involve managing and amending diaries on behalf of more senior staff; arranging meetings and adjusting priorities to accommodate short notice events; and judging whether something needs to be brought to the attention of the senior officer immediately or passed to another member of the team to action is a key element of the role. Although not all elements of the role will be checked, supervision or access to more senior staff will usually be available.
- Key duties may include drafting letters, minutes, notes or reports, formatting, maintaining diaries of senior officers and making travel arrangements and undertaking research, for example for background information to a Tynwald question. In addition duties may include arranging meetings for senior officers, including arranging venues, collating and issuing agendas, attending the meeting to take notes and drafting minutes following the meeting and dealing with straight forward external enquiries.

Key Differences from Roles in the Pay-band Level below

- The main differences in this grade from that of the Secretary are the advanced computer skills (particularly word processing) and more advanced administrative and secretarial duties.
- Roles at the level below will typically undertake straightforward administrative or support tasks. At this level there is a greater requirement to make choices about how the job is done, albeit within a well-defined framework. Interaction internally and externally will be more substantial with roles in the grade below typically dealing with basic, straightforward enquiries or queries. Much of the work will involve some fact-finding and initiative in terms of selecting the right choice or approach from one or two alternatives. Role-holders will also need to have a good understanding of their work area and a general understanding of the work of the organisation to be effective.

Knowledge & Skills

ENTRY QUALIFICATIONS

To qualify for appointment to the grade applicants must: -

- hold an acceptable external qualification in text processing and audio transcription (e.g. OCR Text Production (Advanced) distinction and OCR Audio transcription (Advanced) distinction or RSA III Text Processing Part 1 distinction and RSA III Audio transcription Part 2 pass); or pass the Civil Service Typewriting Grading Test and Audio Grading Test; and
- have at least 1 years relevant experience of duties in the Secretary grade description (NOTE relevant experience in a post outside of the Civil Service will be accepted);
- or hold relevant advanced qualification (e.g. OCR Word Processing (Advanced) pass, or OCR Document Presentation (Advanced) pass, or RSA III Word Processing Part 2 pass, or RSA III Document Presentation Part 2 pass).

Contacts & Communications

- Roles at this level will generally be involved in providing clear advice and guidance to members of the public on the correct approach to follow or determining how to respond to enquiries. They play a key role in ensuring communications are delivered to the required parties in an accurate and timely fashion.

Problem Solving

- Work may involve undertaking basic research on behalf of more senior staff as well as drafting, editing and proof reading documents for senior staff.
- Collating information and putting it into the appropriate format such as management reports.

Decision Making

- Decisions will involve own work priorities as well as potentially the workload of other junior staff. Senior secretaries will often be responsible for maintaining databases or management information systems.

Autonomy

- Roles at this level will not be subject to very close supervision, although supervision will be available when needed and work is likely to be subject to a regular review.

Management of Resources

- Senior secretaries will often be involved in organising travel and accommodation for senior staff as well as organising goods and services such as stationery and lunches or refreshments. They will therefore be involved in ordering and processing invoices, fees and expenses up to prescribed limits. They may also be involved in training of secretaries.

Impact

- The main impact of the role will be on operational efficiency, for example, responding appropriately to enquirers, prompt dispatch and delivery of papers; invoices issued and receipts credited to accounts; all administrative arrangements made for particular meetings or events etc. In short, decisions or actions are only likely to impact on the effectiveness of own work area and possibly on the work of others or the perceptions of internal or external customers on largely transactional issues.