Secretary (Pay Band 5) – Grade Descriptor

Overview of Roles at this Pay-band Level

- Secretaries in the Civil Service are the first grade in the Secretarial Group. Secretaries play a supportive role in the organisation and are employed to undertake a variety of duties, such as copy typing, audio and word processing as well as administrative and support tasks.
- The main focus of the role is to ensure the smooth running of the organisation, and the role is generally involved in maintaining effective records and secretarial tasks. The administrative duties of the role are usually appropriate to the Administrative Assistant grade. Usually working as part of a team, a secretary will often be involved in fielding enquiries, collecting and distributing mail, maintaining diaries, ordering stationery, completion of standard letters, forms, and documents and providing refreshments for visitors.
- They will often be involved in intercepting incoming telephone enquiries or attending reception areas.

Key Functions at this Pay-band Level

- Roles at this level will work within a framework of set rules and well established procedures with limited discretion required. Although not all elements of the work will be subject to a 100% check, supervision or access to more senior staff will always be available.
- Roles at this level will produce work which generally affects 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.

Knowledge & Skills

ENTRY QUALIFICATIONS
To qualify for appointment to the grade applicants must: -
- hold an acceptable external qualification in text processing (e.g. OCR Text Production (Advanced) distinction or RSA III Text Processing Part 1 distinction); or
- pass the Civil Service Typewriting Grading Test.

Contacts & Communications

- Role holders will be expected to communicate, provide and exchange routine information effectively. They will also be expected to provide answers to routine straight forward enquiries, escalating any requests outside of their knowledge base to the appropriate individual or team. They may be required to answer enquiries from internal and external individuals, including members of the public.

Problem Solving

- Work at this grade is unlikely to require problem solving for new or novel problems, and is likely to involve fact finding of a routine nature. Work will typically be governed by a framework of rules, established procedures or well established work practice and procedures. Problems which do arise will tend to be fairly prescribed. They may involve some fact-finding of searching through historical records or data and selecting the right choice or approach from one or two straightforward options.

Decision Making

- At this level, decision making will typically involve determining the most appropriate course of action within a defined set of procedures. For example, making appointments and diarising meetings.

Autonomy

- Work follows standard procedures, operating guidelines and will generally be straightforward. Supervision will always be available even if 100% of the work is not checked. In the event of anything untoward or unusual occurring, reference would always be made to a more senior staff.

Management of Resources

- Usually this is not a feature of roles at this level, however some roles may order stationary.

Impact

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