

**ADMINISTRATIVE OFFICER AND
ADMINISTRATIVE ASSISTANT
& ANALOGOUS GRADES**

1. Services

UNIT OF COMPETENCE

1.1 Deliver services to meet required standards of quality.

OVERVIEW

This unit is about identifying and responding to customer needs in a manner which reflects positively on the Department. It also involves identifying and interpreting problems affecting customers, generating solutions and taking appropriate action.

PERFORMANCE CRITERIA

- (a) Identifies customer needs and organises work and make full use of the Department's computer system to respond to the needs of customers.
- (b) Delivers services in a prompt and professional manner.
- (c) Identifies and interprets problems affecting customers, generates solutions and takes appropriate action to deliver solutions or refers to appropriate people.

1. Services

UNIT OF COMPETENCE

1.2 Plan and organise workload to meet standards and deadlines.

OVERVIEW

This unit is about the planning and organising of work to ensure the most effective use of available time and resources. It is also about obtaining and organising information and resources to support work activities.

PERFORMANCE CRITERIA

- (a) Identifies and prioritises according to agreed organisational procedures. Co-ordinates work with that of colleagues to meet changing circumstances.
- (b) Obtains and maintains relevant, sufficient and up-to-date information and resources.
- (c) Adapts work schedules and resources to changing priorities, such as unexpected or urgent tasks.
- (d) Makes full use of IT systems to organise workload efficiently to meet service standards.

2. Resources

UNIT OF COMPETENCE

2.1 Maintain stock levels and process financial transactions accurately.

OVERVIEW

This unit is about the ability to follow the organisation's procedures for maintaining stock levels and checking and verifying claims for payment.

PERFORMANCE CRITERIA

- (a) Orders stock to replenish levels and stores and issues stock as appropriate.
- (b) Verifies claims in accordance with Departmental procedures and checks invoices against source material confirming validity and accuracy of claims.
- (c) Accurately prepares all payments using the appropriate forms, passes for checking and then passes authorised claims to Accounts Branch for processing.

3. People

UNIT OF COMPETENCE

3.1 Create, maintain and enhance effective working relationships.

OVERVIEW

This unit is about the ability to develop and maintain effective working relationships with line manager, team members and other colleagues.

PERFORMANCE CRITERIA

- (a) Takes appropriate opportunities to discuss work-related matters with relevant colleagues.
- (b) Offers advice to colleagues in a helpful manner and deals with difficulties in a way that maintains productive working relationships.
- (c) Uses appropriate action or behavioural styles to resolve conflict situations or refers to line manager if appropriate.
- (d) Consistently meets commitments to others within agreed timescales.

3. People

UNIT OF COMPETENCE

3.2 Contribute to the assessment of own development needs and develop self to improve job performance and fulfil future potential.

OVERVIEW

This unit is about the ability to identify current and anticipated training and development needs. It is also about the ability to discuss and agree with the line manager personal development objectives and agree how these will be met.

PERFORMANCE CRITERIA

- (a) Discusses and agrees with line manager a personal development plan and action plan.
- (b) Undertakes appropriate training and development activities to achieve agreed objectives and maintains an up-to-date record of progress against the personal development plan.
- (c) Effectively transfers the learning from development activities to the workplace and reviews progress and performance at the appropriate time with line manager.

4. Information and Communication

UNIT OF COMPETENCE

4.1 Communicate information to meet customer needs in a clear, concise and timely manner.

OVERVIEW

This unit is about the ability to communicate effectively both orally and in writing. It is about the ability to receive, process and forward information, to respond to requests in an appropriate way.

PERFORMANCE CRITERIA

- (a) Maintains filing and information sources, ensuring information is accurate and up-to-date.
- (b) Records, stores and retrieves information using accepted format, systems and procedures.
- (c) Correctly interprets oral and written instructions, understands information requirements, sources and accesses relevant data.
- (d) Follows the Department's policies on security and confidentiality, disclosing information only to authorised people.
- (e) Communicates clearly, concisely and at a level that will be understood by audience.
- (f) Demonstrates good listening skills in face-to-face communication and acknowledges and discusses the viewpoints of others.
- (g) Chooses the most effective method of communication to suit the needs of the customer/audience.
- (h) Utilises IT systems to improve the communication process.
- (i) Identifies the purpose of communication to ensure the message is conveyed effectively to the appropriate person.
- (j) Correctly compiles and supplies information using the most appropriate method.

4. Information and Communication

UNIT OF COMPETENCE

4.2 Operate Departmental computers to the required standard.

OVERVIEW

This unit is about the ability to use computer systems appropriate to your work. It refers to the ability to input, alter and retrieve data and to produce and print data in various forms.

PERFORMANCE CRITERIA

- (a) Correctly enters data and text in accordance with organisational procedures.
- (b) Properly stores and secures data, paying particular attention to confidential data and legal restrictions that apply.
- (c) Correctly locates, accesses, retrieves and produces printed documentation requested within specified timescales.
- (d) Follows safe working practices and safeguards equipment and data against damage.
- (e) Ensures printed documents are correct and complete.

4. Information and Communication

UNIT OF COMPETENCE

4.3 Optimise the use of Departmental computer systems.

OVERVIEW

This unit is about your ability to use computer systems to receive and transmit information electronically. It is about the ability to design and implement better ways of producing information and documentation.

PERFORMANCE CRITERIA

- (a) Produces material which is accurately and correctly transmitted within the required turnaround time (in response to requests for word processing and audio typing).
- (b) Tests new packages to examine the range of capabilities the package offers.
- (c) Consults with other users to maximise and improve the services which can be provided to customers.
- (d) Sources and uses relevant IT expertise within and outside the Department.