

# Advancing your career at Heriot-Watt

Administration staff Grade 3 - 5



# Where's your role?



# How to advance...



Grade 3-4

Grade 4-5

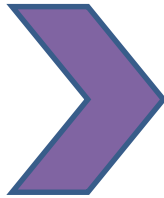
# What's expected at each grade?

As you progress through the grades you continue to build on your previous grade level descriptors.....

# Communication

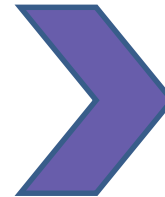
## Grade 3 Administration

- Receives, understands and conveys straightforward oral, written and electronic information in a clear and accurate manner on a daily basis.
- On occasion may be required to understand or convey information that needs careful explanation or interpretation, taking into account what to communicate and how best to convey the information to others.



## Grade 4 Administration

May also be required to understand or convey information oral, written and electronic information that needs careful explanation or interpretation, taking into account what to communicate and how best to convey the information to others.



## Grade 5 Administration & Support Services

The role holder receives, understands and conveys straightforward information in a clear and accurate manner.

In addition, the role holder receives, understands and conveys information that needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others.

The role holder receives, understands and conveys straightforward information in a clear and accurate manner.

# Teamwork and Motivation

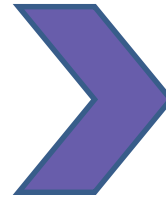
## Grade 3 Administration

- Required to participate effectively in and deliver their contribution to the team. Supervisor/line manager is usually on hand to assist if required.
- Some roles may require the role holder to be more proactive, making own choices about work pattern and supporting and cooperating with other team members to deliver team objectives.



## Grade 4 Administration

- Will mainly be required to be self directing, as well as participating in teams and inputting into the direction of the broader team.
- Require to be supportive of other members of the team who may be less experienced and show flexibility in delivering team results.



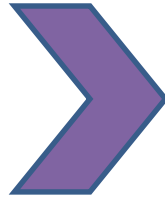
## Grade 5 Administration & Support Services

The role holder is required to be supportive and encouraging of others in a team and help to build co-operation by setting an example and showing a flexible approach to deliver team results and contribute to building team morale as an active participant of the team.

## Liaison and Network

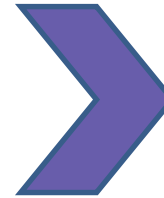
### Grade 3 Administration

Will be required to respond to requests and disseminate information to others outside the work team in the correct format at the correct time, using existing procedures.



### Grade 4 Administration

Will be required to respond to requests and disseminate information to others outside the work team in the correct format at the correct time, using existing procedures.

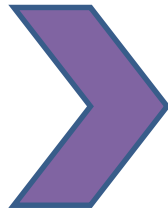


### Grade 5 Administration & Support Services

The role holder is required to carry out standard day to day liaison using existing procedures in order to ensure dissemination of information in the right format to the right people at the right and build relationships and contacts to facilitate future exchange of information. The role holder is required to participate in networks within the institution and externally in order to pass on information promptly and keep people informed to ensure co-ordination of effort and that work is done efficiently.

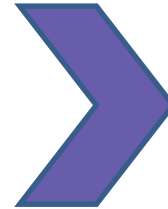
### Grade 3 Administration

- The role holder is required to deal with internal and external contacts who ask for service or require information.
- Creates a positive image of the institution by being responsive and prompt in responding to requests and referring the user to the right person if necessary.
- Contact is initiated by the customer and typically involves routine tasks with set standards or procedures.



### Service Delivery Grade 4 Administration

- Creates a positive image of the institution by being responsive and prompt in responding to requests and referring the user to the right person if necessary.
- Contact is initiated by the customer and typically involves routine tasks with set standards or procedures.



### Grade 5 Administration & Support Services

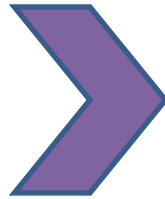
The role holder is required to deal with internal and external contacts who ask for service or require information and create a positive image of the institution by being responsive and prompt in responding to requests and referring the user to the right person if necessary. Contact is usually initiated by the customer and typically involves routine tasks with set standards or procedures.



# Decision Making Processes

## Grade 3 Administration

- The role holder is required to take independent decisions which typically affect the immediate team/area and day-to-day operations.
- They may also be required to work with others to jointly arrive at decisions and may provide advice or input to the decisions that others' make.
- Typically, such decisions can be amended with minor impact and could be reversed relatively easily.



## Grade 4 Administration

- The role holder is required to take independent decisions, to work with others to jointly arrive at decisions and to provide advice or input to the decisions that others' make.
- These decisions will typically affect the immediate team/area and day-to-day operations.
- Typically, such decisions can be reversed relatively easily.



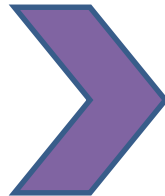
## Grade 5 Administration & Support Services

- The role holder is required to take independent decisions which have minor impact.
- The role holder is required to be party to some collaborative decisions and work with others to reach an optimal conclusion, which has a minor impact.
- The role holder is required to provide advice or input to contribute to the decision making of others which has a minor impact.

# Planning and Organising Resources

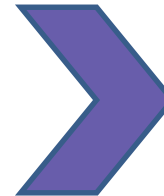
## Grade 3 Administration

- Typically required to plan, prioritise and organise own day to day work or resources to achieve agreed objectives within defined timescales and priorities.
- Some forward planning may be required to avoid backlogs.
- May participate with other members of the team in medium-term operational planning for the team.



## Grade 4 Administration

- Typically required to plan, prioritise and organise own day to day work or resources to achieve agreed objectives within defined timescales and priorities. some forward planning may be required to avoid backlogs.
- May participate with other members of the team in medium-term operational planning for the team.



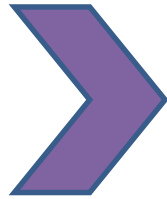
## Grade 5 Administration & Support Services

The role holder is required to plan, prioritise and organise their own work or resources to achieve agreed objectives. The role holder is also required to plan, prioritise and organise the work and resources of self and others within own area on a daily, weekly or monthly basis and plan and manage small projects, ensuring the effective use of resources and receive information from and provide information to others to complete their planning and monitor progress against the plan.

# Initiative and Problem Solving

## Grade 3 Administration

- Required to solve standard day to day problems, choosing between a limited number of options which have clear consequences, by following guidelines or referring to what has been done before.
- Recognise when to refer a problem to others.



## Grade 4 Administration

To a limited degree, may have to solve more complicated problems through the application of knowledge or following procedures/guidelines.



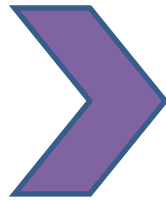
## Grade 5 Administration & Support Services

The role holder is required to solve standard day to day problems as they arise and choose between a limited number of options which have clear consequences, by following guidelines or referring to what has been done before and recognise when a problem should be referred to others.

# Analysis and Research

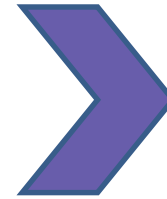
## Grade 3 Administration

- Will require to carry out checks to ensure accuracy of data or to establish basic facts in situations which require further investigation by others.
- May also to a greater or lesser degree, be required to gather, analyse and manipulate routine data.



## Grade 4 Administration

- Will mainly be required to gather and collate data and information for use by self and others using predetermined procedures and sources.
- Will be required to analyse and interpret the information accurately within specified guidelines



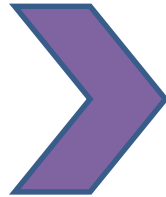
## Grade 5 Administration & Support Services

The role holder is required to analyse routine data using predetermined procedures and gathering the information from standard sources and work accurately to complete the task precisely as specified.

# Sensory and Physical Demands

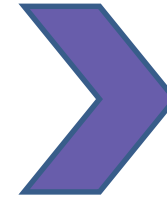
## Grade 3 Administration

- The demands of the role will be straightforward, usually involving the use of standard office equipment.
- Tasks will require either a minimum of instruction or light, if any, physical effort.
- *This is the basic level for this element and it is assumed in developing these profiles that demands associated with any role will not vary systematically with the grade.*



## Grade 4 Administration

- The demands of the role will be straightforward, usually involving the use of standard office equipment.
- Tasks will require either a minimum of instruction or light, if any, physical effort.
- *This is the basic level for this element and it is assumed in developing these profiles that demands associated with any role will not vary systematically with the grade.*



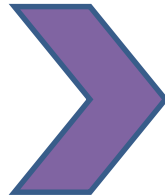
## Grade 5 Administration & Support Services

- The role holder is required to complete basic tasks which require either a minimum of instruction or light, if any, physical effort
  - *This is the basic level for this element, and it is assumed in developing these profiles that demands associated with any role will not vary systematically with the grade*
- Some roles at this grade will require
- Use a range of skills and techniques to set-up and prepare equipment, resources and materials and carry out procedures and tasks
  - Use safe working, lifting and handling practices
  - Use equipment which may require formal training and for the training to be updated regularly

# Work Environment

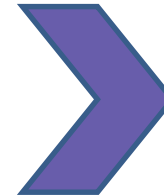
## Grade 3 Administration

- Works in an environment which is relatively stable with little impact on the role holder or others.
- The Role Holder will typically have no responsibility for the health and safety of others beyond due care and diligence.
- *This is the basic level for this element and it is assumed in developing these profiles that demands associated with any role will not vary systematically with the grade.*



## Grade 4 Administration

- Works in an environment which is relatively stable with little impact on the role holder or others.
- The role holder will typically have no responsibility for the health and safety of others beyond due care and diligence.
- *This is the basic level for this element and it is assumed in developing these profiles that demands associated with any role will not vary systematically with the grade.*



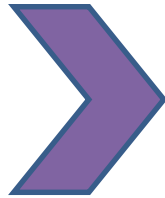
## Grade 5 Administration & Support Services

- The role holder is required to work in an environment which is relatively stable, and which has little impact on performance or the role holder or the way in which work is completed.
- *This is the basic level for this element, and it is assumed in developing these profiles that demands associated with any role will not vary systematically with the grade*

## Pastoral Care and Welfare

### Grade 3 Administration

- Shows sensitivity to and consideration of other people's needs or feelings including those who may need assistance with a query or, in extreme cases, those who are showing signs of obvious distress.
- May have to involve other people or agencies who can provide support where necessary.



### Grade 4 Administration

- Shows sensitivity to and consideration of other people's needs or feelings including those who may need assistance with a query or, in extreme cases, those who are showing signs of obvious distress
- Where further advice is necessary, the individual will be referred on to the appropriate party.



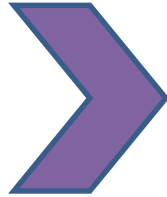
### Grade 5 Administration & Support Services

The Role Holder is required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress and may be required to initiate appropriate action by involving relevant people.

# Team Development

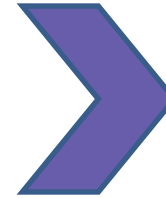
## Grade 3 Administration

Role Holder will normally be expected to assist other members of the team in the use of standard information or procedures and/or to be involved in the induction of new members of staff.



## Grade 4 Administration

- Can be expected to be involved in the induction of new members of staff.
- May be required to provide training to members of their team in the use of equipment or procedures.



## Grade 5 Administration & Support Services

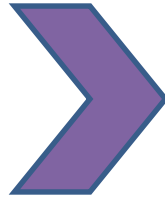
The Role Holder is required to advise or guide new starters working in the same role or unit on standard information or procedures.



# Teaching and Learning Support

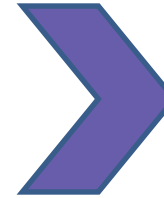
## Grade 3 Administration

Role Holder will typically be required to introduce students or staff outside the work team to standard information or procedures.



## Grade 4 Administration

Role Holder will typically be required to introduce students or staff outside the work team to standard information or procedures.



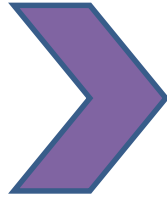
## Grade 5 Administration & Support Services

The Role Holder is required to provide standard information or deliver teaching or training to introduce students or others who are new to the area to standard information or procedures.

# Knowledge and Experience

## Grade 3 Administration

- The Role Holder is required to have sufficient knowledge or expertise to work on day to day issues in their own area without direct or continuous reference to others.
- Level of knowledge is typically acquired following a short period of training/study.



## Grade 4 Administration

- Required to possess a level of knowledge typically acquired following a short period of practical training or obtaining a certificate.
- There may be the requirement to update skills and knowledge to address changes in the role.



## Grade 5 Administration & Support Services

The Role Holder is required to apply working knowledge of theory and practice, sharing this knowledge with others as appropriate and demonstrate continuous specialist development by acquiring relevant skills and competencies.

# Thinking of going for promotion?

## How to prepare...

- Check for any activities in your school
- Looking for advice?
  - Talk to your line manager
  - Check-in with a trusted colleague
  - Talk to the Reward and Employee Engagement team

**Good luck!**