

Grade 3

A Grade 3 position is described as follows:

- (i) The employee may work under limited supervision with checking related to overall progress.
- (ii) An employee at this grade may be responsible for the work of others and may be required to co-ordinate such work.
- (iii) An employee at this grade applies knowledge with depth in some areas and a broad range of skills. Usually work will be performed within routines, methods and procedures where some discretion and judgment is required.

Unit	Element
Information Handling	Prepare new files
	Identify and process inactive files
	Record documentation movements
Communication	Respond to telephone, oral and written requests for information
	Draft routine correspondence
	Handle sensitive inquiries with tact and discretion
Enterprise	Clarify specific needs of client/other employees
	Provide information and advice
	Follow-up on client/employee needs
	Clarify the nature of a verbal message
	Identify options for resolution and act accordingly
Technology	Maintain equipment
	Train others in the use of office equipment
	Select appropriate media
	Establish document structure
	Produce documents
Organisational	Co-ordinate own work routine with others
	Make and record appointments on behalf of others
	Make travel and accommodation bookings in line with given itinerary
Team	Clarify tasks to achieve group goals
	Negotiate allocation of tasks
	Monitor own completion of allocated tasks
Business Financial	Reconcile accounts to balance
	Prepare bank reconciliations
	Document and lodge takings at bank
	Receive and document payment/takings
	Dispatch statements to debtors
	Follow-up and record outstanding accounts
	Dispatch payments to creditors
Maintain stock control records	

Grade 4

(i) The employee may be required to work without supervision, with general guidance on progress and outcomes sought. Responsibility for the organization of the work of others may be involved.

(ii) An employee at this grade applies knowledge with depth in some areas and a broad range of skills. There is a wide range of tasks, and the range and choice of actions required will usually be complex.

(iii) An employee at this grade applies competencies usually applied within routines, methods and procedures where discretion and judgment is required, for both self and others.

Unit	Element
Information Handling	Categorise files
	Ensure efficient distribution of files and records
	Maintain security of filing system
	Train others in the operation of the filing system
	Compile report
	Identify information source(s) inside and outside the organisation
	Communication
	Identify information source(s)
	Compose report/correspondence
	Enterprise
	area of responsibility
	Identify trends in client requirements
	Technology
	Devise and maintain filing system
	Set printer for document requirements when various set-ups are available
	Design document format
	Assist and train network users
	Shutdown network equipment
	Organisational
	Assist with appointment preparation and follow up for others
	Organise business itinerary
	Make meeting arrangements
	Record minutes of meeting
	Identify credit facilities
	Prepare content of documentation for meetings
	Team
	Allocate tasks to members of the team
	Provide training for team members

Organisational	Manage diary on behalf of others
	Assist with appointment preparation and follow up for others
	Organise business itinerary
	Make meeting arrangements
	Record minutes of meeting
	Identify credit facilities
	Prepare content of documentation for meetings
Team	Plan work for the team
	Allocate tasks to members of the team
	Provide training for team members

Business Financial	Prepare financial reports
	Draft financial forecasts/budgets
	Undertake and document costing procedures