**Higher Administration**

**Homework Example Answers**

**Administrative Services – Outcome 1 – Set 1**

**SQP Q1b(i) – 4 marks**

**Suggest the information to be included in a job description and a person specification for the post of an Administrative Assistant.**

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| *A job description for the post of an Administrative Assistant should include details such as the duties required to be carried out, the hours of work, salary and location of the job eg which branch.**A person specification should include both essential and desirable skills and qualities eg organisational skills and qualities such as being discret and well presented.* |

**2007 Q1a – 4 marks**

**Describe 2 methods used by individuals to ensure their work targets are met.**

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| *An individual could use a* ***priorities list*** *to ensure that work targets are met. This allows the individual to break down a complex task into smaller more manageable sub-tasks. Each is allocated a certain priority or order in which the tasks should be completed using high, medium and low priority levels.**A* ***diary*** *can also be used to outline the plan for the day or week ahead showing when all appointments and meetings are scheduled. This may be held electronically or paper-based. It is important that it is referred to regularly especially when deadlines are approaching in order to prioritise workload.* |

**2011 Q1c – 6 marks**

**Describe 3 long-term implications for a senior manager who fails to delegate tasks to his team.**

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| *Failing to delegate tasks to a team could lead to stress for a senior manager as a result of a heavy workload* ***THIS MEANS*** *that it is more likely for the manager to experience higher sickness and absenteeism.**The team may suffer low morale if they are not being given more challenging tasks to complete* ***THIS MEANS*** *that the manager will have to spend more of his/her time motivating staff possibly through team building activities.**A senior manager with a heavy workload may fail to meet their deadlines* ***THIS COULD RESULT*** *in disciplinary action being taken against the manager, or loss of promotion opportunities.**Others: lower productivity; high staff turnover; not being able to deputise for the manager etc* |

**2012 Q1d – 2 marks**

**Justify the need for the Senior Administrative Assistant to have excellent IT skills.**

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| *A senior manager should have excellent IT skills so that when their* ***subordinates*** *experience technical problems, the manager is capable of troubleshooting and resolving the issue.**The* ***level of work*** *required of a senior manager is* ***more complex*** *and therefore more sophisticated formulae may be required to analyse data eg in a spreadsheet.* |