

# SCHEME OF SERVICE: ADMINISTRATIVE CADRE

## 1. BACKGROUND

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This scheme of service is designed for staff working in Public Sector Organizations who are involved assisting Senior Management in planning, organizing and implementing programmes or functions with organizations-wide impact. Posts in these functions are created based on organizational needs, size, complexity and workload demands.

Administrative staff is the backbone of an organization, providing invaluable support services. Staff covered by the cadre will be responsible for a wide range of administrative support functions such as:

### 1. **Office Management:**

- Oversee daily office operations and procedures.
- Ensure the office environment is organized and functional.
- Manage office supplies and equipment.

### 2. **Record Keeping and Documentation:**

- Maintain and update records, files, and databases.
- Ensure proper documentation and filing systems are in place.
- Handle confidential information with discretion.

### 3. **Communication:**

- Act as a point of contact between staff, management, and external stakeholders.
- Handle correspondence, including emails, phone calls, and letters.
- Coordinate meetings, appointments, and schedules.

### 4. **Support Services:**

- Assist in the preparation of reports, presentations, and other documents.
- Provide administrative support to other departments or senior staff as needed.
- Organize and coordinate events, conferences, and travel arrangements.
- Service Contract Administration
- Oversee Support Services Staff

### 5. **Financial Administration:**

- Assist in budgeting, bookkeeping, and financial reporting.
- Process invoices, receipts, and payments.
- Monitor and reconcile office expenses.

### 6. **Policy Implementation:**

- Ensure compliance with organizational policies and procedures.
- Assist in the development and implementation of administrative policies.
- Monitor adherence to regulations and guidelines.

### 7. **Project Management:**

- Coordinate and support various projects and initiatives.
- Track project progress and ensure deadlines are met.
- Provide logistical support for project teams.
- Maintenance of Building and Grounds

The remuneration prescribed in the scheme is based on the salary structure currently in force. The scheme also states the minimum qualifications and/or experience required for appointment or advancement from one level to another.

It should however be understood that these are minimum requirements for appointment or promotion from one level to another and may be varied to take into account merit, experience and skills gained by an individual considered capable of undertaking the responsibilities of a given post.

The scheme provides for a clearly defined career structure to attract and retain suitably qualified and competent Administrative personnel and it establishes standards for recruitment, training and advancement within the career structure on the basis of qualifications, merit and ability as reflected in work performance and results.

## 2. POSTS AND SALARY SCALES

|                                                         |       |
|---------------------------------------------------------|-------|
| 1. Administrative Assistant                             | B2    |
| 2. Assistant Administrative Officer                     | B2    |
| 3. Office Manager                                       | B2    |
| 4. Administrative Officer                               | B2-B5 |
| 5. Senior Administrative Officer/Administration Manager | B3-B5 |
| 6. Director Administration                              | B5    |

## 3. QUALIFICATIONS, EXPERIENCE AND PROGRESSION

### 1. Administrative Assistant

| Recognised qualifications and requirements for the post.                                                                                                                       | Band | Step | Entry Point |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------|-------------|
| Secondary Level of Education with a credit pass in 'O' level or IGCSE English, Mathematics and French/ <b>plus</b> four years satisfactory work experience as office assistant | B2   | 1    | 9,202.00    |
| Certificate in Office Management plus one year relevant experience; or                                                                                                         | B2   | 6    | 9,921.00    |
| Advanced Certificate in Office Management; or                                                                                                                                  | B2   | 6    | 9,921.00    |
| Diploma in Business Studies/Management                                                                                                                                         | B2   | 7    | 10,071.00   |

### 2. Assistant Administrative Officer

| Recognised qualifications and requirements for the post.                           | Band | Step | Entry Point |
|------------------------------------------------------------------------------------|------|------|-------------|
| Certificate in General management <b>plus</b> 2 years relevant work experience; or | B2   | 10   | 10,536.00   |
| Diploma in Management plus 1 year relevant work experience.                        | B2   | 11   | 10,696.00   |

### 3. Office Manager District Administration and Schools

| Recognised qualifications and requirements for the post.                                                                   | Band | Step | Entry Point |
|----------------------------------------------------------------------------------------------------------------------------|------|------|-------------|
| Tailored Diploma in Office Manager (School) plus four years relevant experience as an Assistant Administrative Officer; or | B2   | 13   | 11,023.00   |
| Diploma in Management/Business Studies plus four years relevant experience as an Assistant Administrative Officer          | B2   | 15   | 11,359.00   |

### 3. Administrative Officer

| Recognised qualifications and requirements for the post.                                                    | Band | Step | Entry Point |
|-------------------------------------------------------------------------------------------------------------|------|------|-------------|
| Diploma in Management <b>plus</b> four years relevant experience as an Assistant Administrative Officer; or | B2   | 15   | 11,359.00   |
| Advanced Diploma in Business Administration or relevant field <b>plus</b> two years relevant experience; or | B3   | 1    | 11,531.00   |
| Bachelor's Degree in Business Administration or relevant field; or                                          | B4   | 15   | 17,839.00   |
| Master's Degree in Business Administration or relevant field.                                               | B5   | 5    | 19,233.00   |

### 4. Senior Administrative Officer/ Administration Manager

| Recognised qualifications and requirements for the post.                                                                       | Band | Step | Entry Point |
|--------------------------------------------------------------------------------------------------------------------------------|------|------|-------------|
| Diploma in Business Administration or relevant field <b>plus</b> seven years' experience as Administrative Officer; or         | B3   | 13   | 13,813.00   |
| Advanced Diploma in Business Administration or relevant field <b>plus</b> six years' experience as Administrative Officer; or  | B3   | 14   | 14,022.00   |
| Bachelor's Degree in Business Administration or relevant field plus five years' work experience as Administrative Officer; or  | B5   | 5    | 19,233.00   |
| Master's Degree in Business Administration or relevant field plus four years' work experience as an Administrative Officer; or | B5   | 10   | 20,735.00   |

**Note:** Candidate at this level may be awarded a PSC contract only where the Administration of the organization is not headed by a Director General or a Director or the employee is a graduate progressing on specialist cadre.

### 5. Director – Administration

| Recognised qualifications and requirements for the post.                                                                              | Band | Step | Entry Point |
|---------------------------------------------------------------------------------------------------------------------------------------|------|------|-------------|
| Diploma in Business Administration or relevant field <b>plus</b> five years' experience as Senior Administrative Officer; or          | B5   | 8    | 20,120.00   |
| Advanced Diploma in Business Administration or relevant field <b>plus</b> four years' experience as Senior Administrative Officer; or | B5   | 9    | 20,425.00   |
| Bachelor's Degree in Business Administration or relevant field plus three years' work experience as Senior Administrative Officer; or | B5   | 9    | 20,425.00   |
| Master's Degree in Business Administration or relevant field plus two years' work experience as an Senior Administrative Officer; or  | B5   | 14   | 22,021.00   |

## 4. COMPETENCY SKILLS REQUIRED

- Strong organizational and multitasking abilities.
- Excellent communication and interpersonal skills.
- Proficiency in office software (e.g., Microsoft Office Suite).
- Attention to detail and problem-solving skills.
- Ability to work independently and as part of a team.
- Knowledge of basic financial.

## 5. ALLOWANCES

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### A. Inducement Allowance

- i. An Inducement Allowance will be paid to employees in this cadre to entice them to remain in the Public Service. The allowance takes into account the various challenges faced by Administrative personnel especially with having to provide requested logistics for training, seminars, meeting at very short notice and having to deal with difficult contractors especially now that several support staff are hired on service agreements. The level of pressure imposed by the size of certain organizations, workplace discipline problems are felt a lot by Administrative personnel as support staff whether employed or on service agreements are those who usually do not turn up for work or advise organizations at the very last minute of their absence, resulting in the administrator having to rush around at the last minute to make alternative work arrangements for replacement sometimes at unsociable hours.

*The Inducement will be paid at a flat rate inclusive of income tax based on the budget size of the organisation for Administrative Personnel.*

- a) *Where Administrative employees are undertaking accounting functions the allowance takes into consideration the budget planning and control exercised by the post holder;*
- b) *Where Administrative employees are not undertaking the Accounting function the allowance takes into consideration the budget size, the administrative functions, and the budget planning and monitoring exercise that are being discharged by the post holder.*

| Size                                                    | Rate     |
|---------------------------------------------------------|----------|
| No Budgetary responsibility                             | 2,450.00 |
| Budget of less than 2 million                           | 2,525.00 |
| Budget of more than 2 million but less 10 million       | 2,820.00 |
| Budget of more than 10 million but less than 30 million | 3,075.00 |
| Budget of more than 30 million                          | 3,330.00 |
| Administration Manager                                  | 2,820.00 |
| Office Manager                                          | 3,150.00 |

### B. Duty Allowance

| Type of Extra Duties                                                                                                     | Rate     |
|--------------------------------------------------------------------------------------------------------------------------|----------|
| Procurement other than simple purchase of office supplies                                                                | 1,000.00 |
| Human Resource Management                                                                                                | 2,000.00 |
| Planning and monitoring votes linked to payment of gratuity and service contracts for large and extra-large organization | 850.00   |

## 6. PROVISIONS OF POSTS/PAYMENT OF ALLOWANCES

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### A. Post

A Scheme of Service does not in itself constitute authority for creation or upgrading of posts. Any new posts required under the new Scheme of Service must be approved in accordance with normal established procedures.

## **B. Authority for payment of allowances**

All allowances payable under the cadre will be subject to approval by the Public Service Bureau. Employees in the cadre who have previously moved from a higher to a lower post retaining their personal salary will not be eligible to receive an inducement and or a duty allowance where applicable under this scheme, unless the employee agrees to revert to the salary of the post.

## **7. IMPLEMENTATION OF THE SCHEME**

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The revised Scheme of Service becomes operational on the 1<sup>st</sup> of July 2024. On implementation all members of the cadre will abide by the Scheme.

The initial scheme was approved on the 1<sup>st</sup> January 2019 and revised as follows:

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|---------------------------------------------------|----------------------------|
| Revision of salary in line with salary table 2023 | 1 <sup>st</sup> April 2023 |
| • Revision of Inducement and Duty Allowance       | 1 <sup>st</sup> July 2024  |

## **8. SCHEME REFERENCE**

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HR/E/SS/02

Date: July 2024