

GUIDANCE FOR PROMOTION TO GRADE 3

The guidance found below will help you select appropriate information to include in your application. The examples provided are not exhaustive, they are there to illustrate the types of activity that fit the criterion described.

In your application please address all of the criteria in section A **and** choose one of the criteria within section B **and** one of the criteria in section C.

SECTION A

Please demonstrate how you meet ALL of the criteria listed in this section.

A1 - You communicate clearly with people.

This considers the communication you use in your role. This can be in terms of speaking to people but also includes written communication. You will normally be communicating straightforward information in a clear and accurate manner so that the person you are communicating with fully understands what you are telling them and you will be doing this regularly during your working week.

To help structure the information you provide in your application, you might like to think about:

- Who you talk to in your role and/or what do you write about?
- What type of communication is exchanged and why?
- How do you decide what to say/write and when to say/write it?

Examples

- Giving directions or passing on messages.
- Responding to routine phone queries.
- Booking items out of stores.
- Booking rooms and catering.
- Responding to simple requests for information from staff, students or members of the public.
- Preparing standard letters or completing simple forms.
- Straightforward correspondence including emails.
- Confirming appointments, course or meeting dates.

A2 - You are an effective team member helping and supporting others in your team and taking part in discussions about the service.

This considers your role in your immediate work team. You will be working independently although following the strategy and overall direction from others to guide and direct yourself and possibly other team members. You will be involved in regular team meetings and you may occasionally act as a point of help and support for your team, providing advice and guidance to less experienced team members.

To help structure the information you provide in your application, you might like to think about:

- What teams are you involved in, what is their purpose and what are they trying to achieve?
- Who is in the team and what is your role within it?
- How are team members motivated and encouraged?

Examples

- Suggesting changes to how your team works together.
- Supporting your team in busy periods or when you are short staffed.
- Supporting colleagues in the absence of a team manager.

A3 - You are involved in decisions about your own area of work and your immediate team and provide information to help others make decisions.

This considers any decisions you make or are involved with as part of your role. Decisions can be those you make yourself, those you are involved in with other colleagues or situations where you are providing advice to colleagues who then make those decisions based on your advice. The impact of the decisions you are involved with will usually be limited to you and your immediate work team.

To help structure the information you provide in your application, you might like to think about:

- The decisions you are involved in making.
- How are decisions made and who makes them.
- How do you take typical decisions and what are the results of making them.
- Who else is involved in making decisions and how do you contribute to those decisions.

Examples

- Deciding when to hold a meeting.
- Deciding how work should be prioritised.

A4 - You are able to carry out most of your day-to-day activities without checking with others.

This considers your responsibility for planning, prioritising and managing your own work. Typically, you will be following the instructions of a supervisor or manager although there will be an expectation of you working autonomously within this, carrying out a lot of your work without the need to regularly check with them. They would however usually be available should you need any guidance or support.

To help structure the information you provide in your application, you might like to think about:

- How do you plan and prioritise?
- What may impact any plans you put in place?
- What things do you need to consider and take account of?
- How is your progress monitored?

Examples

- Taking responsibility for how your work should be prioritised.
- Deciding when to respond to queries in line with any agreed service level agreements.

SECTION B

Please demonstrate how you meet ONE of the following criteria.

B1 - You provide information that needs careful explanation and make sure that it is understood, adapting the information as necessary depending on who you are communicating with.

**Please note that should you choose to provide evidence against B1, it is likely to overlap with the evidence required in A1. In this situation, there is no need to duplicate information in addressing both points. Simply provide the evidence for both under B1.*

This considers all forms of communication you use in your role. There will be occasions when you are likely to be communicating and clarifying matters of a non-routine nature and as such you might use a range of language which is more technical or specialist in nature. Given your audience will be dependent on your knowledge and experience, you will also give consideration to the format and tone used to ensure your message is properly understood. The level of knowledge of those receiving the information will be crucial in this.

To help structure the information you provide in your application, you might like to think about:

- Who you talk to in your role and/or what do you write about?
- What type of communication is exchanged and why?
- How do you decide what to say/write and when to say/write it?

Examples

- Explaining the use of procedures, regulations, or policies to staff, students or members of the public.
- Presenting ideas and persuading colleagues to adopt to a certain point of view/position.
- Explaining technical information in clear terms that everyone can understand.
- Providing detailed instructions
- Negotiating straightforward contracts with external suppliers.
- Writing up results for complex experiments.
- Producing formal minutes.

B2 - You routinely use high levels of dexterity, significant concentration or physical skills.

This considers the skills, senses and physical effort your role may require. You may be required to use materials, tools and machinery in your work and which routinely require dexterity and significant concentration. In addition to significant physical effort, you may be expected to use your physical abilities and skills to perform complex and difficult movements, including working in cramped or small spaces or in awkward positions. Care, precision and accuracy are essential and in many cases the skills you use will have been built up over time and/or during practical training.

To help structure the information you provide in your application, you might like to think about:

- Do you use any tools or equipment?
- Are you required to lift, carry or handle large and heavy objects?
- Do you work in cramped/confined spaces or in awkward positions?
- Do you need specific skills and how long did it take to learn or develop them?

Examples

- Lifting heaving, awkward objects where training or lifting tools may be required to ensure it is done safely.
- Driving heavy/specialist vehicles.
- Preparing samples slides and examining or testing samples.

- Using a specialist piece of equipment e.g. a complex microscope, printing equipment or a chainsaw or ride on mower.
- Handling animals correctly.
- Craftwork e.g. painting and decorating.
- Maintaining grounds or pitches.

SECTION C

Please demonstrate how you meet ONE of the following criteria

C1 - You help to find ways to improve the service provided by your team.

This considers your role in shaping and delivering the service provided by your team. For the most part you will be delivering a service defined by others although you will be inputting your own ideas into the overall discussions about team direction and standards, either through team meetings or directly to your manager. In some instances, this may be informed by customer feedback you have received.

To help structure the information you provide in your application, you might like to think about:

- What service you provide and to whom?
- How do you find out what your customers want?
- Who sets the overall standards for the service and decides what services will be offered?

Examples

- Contributing ideas about operational improvements.
- Making suggestions on how a process should operate.
- Providing feedback on an area of work that is ineffective.
- Listening to any customer feedback received and ensuring this is passed back at team meetings.

C2 - You work in a potentially hazardous environment and need to follow specified health and safety procedures.

This considers your work environment and the need to take responsibility for dealing with it. Your focus will be on taking appropriate action to control or reduce risk or to ensure that any impact from the environment does not result in harm. Whilst typically there will be someone else ultimately responsible for health and safety of your area, you will be responsible on a day to day basis and you are likely to be responsible for others in addition to yourself. Normally the degree of risk or level of hazard is obvious.

To help structure the information you provide in your application, you might like to think about:

- What is your environment like?
- Are you responsible for the safety of others?
- Do you have to take any special measures to reduce risk or control the environment?
- Do you have to use any safety equipment or special clothing?

Examples

- Following safe procedures when using machinery or electrical equipment.
- Reporting faults so that people are working in a safe environment.
- Ensuring protective clothing is available and worn by yourself and others.
- Working in a hazardous environment e.g. kitchen or laboratory.
- Formal health and safety responsibility is part of your agreed duties.