

An example five-fold classification system*

Essential

1. Impact on other people

Acceptable appearance and manner.

2. Qualifications and experience

GCSE English language or equivalent. Ability to type, and to operate office machines. Experience of general office work.

3. Innate abilities

Quick to grasp a point.

4. Motivation

Personal identification with service given by section. Interest in efficiency of administration.

5. Adjustment

Steady, self-reliant, good at making friendly relationships with colleagues at all levels.

Desirable

GCSE maths or equivalent. RSA II typing. Experience of using simple statistical information. Experience of staff supervision.

Able to assess priorities and make decisions.

Able to cope with stress and pressure from different user departments.

How attributes are classified

1. Impact on others – appearance, speech and manner.
2. Acquired qualifications – education, training, work experience.
3. Innate abilities – aptitude for learning.
4. Motivation – consistency, determination and success in achieving goals.
5. Adjustment – ability to get on with people and to stand up to stress.

*The Munro-Fraser System