



WORLD ADMINISTRATORS  
ALLIANCE

# Global Skills Matrix

**Dear recruiters,**

I have been working with Administrative Support Professionals for many years. Over 23 years, in fact. So on behalf of my fellow recruiters (past, present and future), after recent interactions with some of our own clients (globally), I feel compelled to share a few thoughts. My hope is that after you read this letter, you will understand the importance of the information we will be sharing and how it has the potential to revolutionise and empower career opportunities for Assistants/Administrative Professionals in all sectors while realising the full potential to an organisation of an effective Assistant/Administrative Professional.

The problem we have faced for years is a total misunderstanding of level, development and role content for the career support professional. This matrix, defined by the World Administrators Alliance, will finally make this a problem of the past.

I am asking you to join me in adopting and using this matrix to guide, influence and elevate the profession and to share it with your client base at every opportunity.

Will you join me?

## **The Global Skills Matrix: What is it?**

The Global Skills Matrix offers a globally recognised framework for administrative professionals that will enable organisations in all countries to identify different levels for the different roles. It will define clear career progression and create more opportunities for anyone working in those positions.

## **The Global Skills Matrix: Why have it?**

When speaking with clients, I am hearing more and more about their desire to build inclusivity, to encourage and motivate their administrative teams.

This is how to do it. Clients speak to me about the lack of structure – what's a PA/EA/Business Partner, and how do we define their roles? This matrix will demonstrate that an administrative role is a life-long career, not just a job. It will show there is structure, progression, opportunity. It will allow for enhanced performance and better communication across teams. As these core individuals in a business start to feel valued, appreciated and rewarded, clients will see better performance and results.

## **The Global Skills Matrix: What does it mean for recruiters?**

I've briefly mentioned the benefits and reasons for clients to adopt this; why do we need the help of recruiters, you ask? Well, for clients to take notice, for them to realise its impact, they have to hear from us what our candidates are telling us, what they look for in their roles, that they want progression, support, encouragement, projects, success – and why shouldn't they have it? Candidates are looking for far more from organisations when searching for a new role nowadays. They know what they deserve and they are going out for it – let's help them not only succeed, but thrive!

## **Will Administrative Professionals win their fight?**

Let's hope so. I hope you will be sharing this with your clients, just as I will.

Warmest regards,

Lucy Chamberlain

Founder of Award-Winning Search & Recruitment Company, C&C Search