



WORLD ADMINISTRATORS  

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## How to use the Global Skills Matrix

### If you are an administrative professional

**Step 1:** Check the skills in the different levels of the Global Skills Matrix to find the level which largely matches your skills.

**Step 2:** Check the Tasks in the Tasks Matrix to see which level largely matches the tasks that fit with those in your own position description or that you do in your day-to-day work.

**Step 3:** You may find further and more detailed information in the Role Profiles which are linked at the bottom of each level to help you find a match/similarity.

If your company has not created a job description for you which reflects your role, you may find it useful to view our Role Profiles for each level to create your own using the skills and tasks listed in our matrices.

At this stage, look wider than solely you and your role to see how you fit within the administrative profession. This information will assist you with determining a pathway for yourself either within your current employment or outside of it.

The information contained in the Matrix is intended to assist you as an administrator in understanding where you fit and how you can progress. It is also to assist your executive, your HR department, and recruiters to better understand the roles administrators fulfil and the structure and range of tasks within those roles, and to show a clear career pathway for those who wish to progress.

This Tool is not intended to change position titles within your organisation or your country. It is aimed at clarifying what an administrator does, how they support and contribute to their employment and how globally this sits together, providing a career pathway.

If you would like us to talk to your HR department about the Global Skills Matrix on your behalf, please email us at [secretary@wa-alliance.com](mailto:secretary@wa-alliance.com). Both Helen Monument and Lucy Brazier have committed to spend much of the next year talking about the Matrix to whoever needs to hear about it.

You can also use the scripted PowerPoint presentation to present the report to your colleagues. Or you can use the pre-recorded webinar featuring Helen Monument and Lucy Brazier. We are happy to send you a copy of the webinar if you would rather not play it from YouTube. Helen and Lucy are also happy to deliver this talk or to be interviewed live either virtually or in person.

Contact [secretary@wa-alliance.com](mailto:secretary@wa-alliance.com) for more information.



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## **If you are an Association or Network**

Please share the Global Skills Matrix with your membership and make use of all the tools that we have provided to share the information with your local press, on your websites, through newsletters and on social media.

It would also be helpful if you were to connect with local recruitment companies, using the Letter for Recruiters to make them aware of the report. In addition, you may want to encourage your membership to share the Letter for HR with their HR departments and to make their executives aware of the existence of this new global framework for career progression. We have had a universally positive response, and even excitement from all the companies we have run it by thus far.

You can also use the scripted PowerPoint presentation to present the report to your members. Or you can use the pre-recorded webinar featuring Helen Monument and Lucy Brazier. We are happy to send you a copy of the webinar if you would rather not play it from YouTube. Helen and Lucy are also happy to deliver this talk or to be interviewed live either virtually or in person.

Contact [secretary@wa-alliance.com](mailto:secretary@wa-alliance.com) for more information.

## **If you are an HR professional**

We hope you will find our Global Skills Matrix useful to you as an HR department. We hope it can increase clarity around performance expectations and establish a clear link between individual and organisational performance for the administrative roles in your organisation. When implementing this framework, care needs to be taken to balance detail with flexibility and avoid an overly prescriptive and non-inclusive approach. We highly recommend a two-pronged approach that includes both the administrative staff and their supervisors in order to achieve full value.

Please download the Letter for HR for full details, which is also available on the [Global Skills Matrix](#) website.

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## If you are a recruitment professional

The problem recruiters have faced for years is a total misunderstanding of level, development and role content for the career support professional. This Matrix will finally make this a problem of the past.

This Matrix will demonstrate that an administrative role is a life-long career, not just a job. It will show there is structure, progression and 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.

We would ask you to join us in adopting and using this Matrix to guide, influence and elevate the profession and to share it with your client base at every opportunity. Also, consider including the levels in the copy when advertising job roles or publishing salary guides so the terminology and the five levels become commonplace when referring to administrator roles.

You can also use the scripted PowerPoint presentation to present the report to your clients. Or you can use the pre-recorded webinar featuring Helen Monument and Lucy Brazier. We are happy to send you a copy of the webinar if you would rather not play it from YouTube. Helen and Lucy are also happy to deliver this talk or to be interviewed live either virtually or in person.

Please download the Letter for Recruiters for full details, which is also available on the [Global Skills Matrix](#) website.

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## If you are a trainer / education provider

The Matrix will provide much-needed clarity as to the skills which administrators need to learn in order to progress in their careers.

Using the Skills Matrix Levels as common terminology when advertising your training to make it clear at which level your course is aimed will help generate interest in and adoption of the Global Skills Matrix.

It would also be helpful if you could talk about the Matrix in your training sessions or help us spread the word by sharing the [www.globalskillsmatrix.com](http://www.globalskillsmatrix.com) website with your delegates/students.

Contact [secretary@wa-alliance.com](mailto:secretary@wa-alliance.com) for more information.

**Thank you for your support.**

**We look forward to hearing your feedback on the Global Skills Matrix.**