



# Secretarial Role and Responsibility



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# Typical Role

- Eyes & Ears of the CEO, Board and Management
- Deciding on the tasks
- Preparing the agenda
- Distribution of tasks
- Preparing notes / minutes for the office, Board
- Action Taken Report
- Compliance status
- Information seeker and dissipater
- Complimentary Role for administration





# Changing Secretarial Role

- Advances in information technology and increased computerisation
- Changes in organisational structures
- Changes in organisational cultures and working practice





# Advances in IT

- Require upgraded secretarial work
- Resulted in decrease in the quantity of more routine and mundane work
- Increase in the quality and accuracy of the work produced by secretaries





# Changes in Organisational Structure

- Move towards flatter and less hierarchical structures has given more senior secretaries the opportunity to take over some managers' responsibilities





# Changes in organisational cultures & working practice

- Shift from the 'personal' secretary working exclusively or mainly for one boss, to the team secretary providing support for a group of people
- Many of the traditional secretarial tasks, such as gatekeeping, text production, and routine office work have become very complex and often require a wide range of high level skills





# Changes in organisational cultures & working practice (contd.)

- Two new secretarial roles:
  - the team player
    - Provides support for a group of people and is often a key link between different team members
    - To communicate with and provide information to other parts of the organisation, and to the external world, on the team's behalf
  - the independent worker
    - Own area of work and responsibilities, independent from the work of the person or people s/he supports



# New Secretarial Skills

- As support workers
  - ❑ Expected to have good oral and written communication skills, interpersonal skills such as tact and diplomacy
  - ❑ Understanding of the organisational structure and nature of the business
  - ❑ Knowledge of computer Systems





# New Secretarial Skills (contd.)

- As team workers
  - need to be assertive
  - to manage pressure and conflicting demands
  - to have an understanding of group dynamics
  - both co-operative and collaborative, and be able to manage conflict and consensus
- As independent workers





# New Secretarial Skills (contd.)

- As independent workers
  - ❑ Need to develop their own areas of work and responsibilities
  - ❑ Two distinct areas to maximise their opportunities for 'independent work'
    - Information Technology
    - Secretarial training, development and supervision
      - Provide formal & informal training to other staff
      - Contribute to the organisation's IT policy
      - Responsibility for coaching & mentoring more junior secretarial staff
      - Advising management on secretarial development & training needs





# Competencies required

- **Future focus**
  - ❑ understanding and embracing the need for continual improvement to achieve the organisation's objectives
- **Communicating with confidence**
  - ❑ Conveying messages and information clearly and confidently, appropriate to your audience
- **Customer focus**
  - ❑ Understanding customer needs
- **Planning and organising**
  - ❑ managing operating processes and procedures effectively with the needs of the organisation



## Competencies required (contd.)

- **Relationships with others**
  - ❑ developing, building and maintaining effective and appropriate relationships
- **Reliability**
  - ❑ Demonstrating dependability, consistency and commitment to self and others
- **Adaptability**
  - ❑ Flexibility when working with others in to deliver results
- **Assertiveness**
  - ❑ Asserting own needs, opinions & feelings whilst valuing those of others by showing understanding and respect



# What Could Go Wrong?

- Misplaced priority
- Unable to Multitask
- Wrong inputs and implementation
- Outdated skills
- Time Management





# Questions?