



Secretariat

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ADMINISTRATIVE INSTRUCTION

To: Members of the staff

From: The Assistant Secretary-General for Human Resources Management

Subject: CLASSIFICATION OF POSTS IN THE GENERAL SERVICE AND
RELATED CATEGORIES IN SMALL AND MEDIUM-SIZED DUTY
STATIONS*

INTRODUCTION

1. At its twenty-sixth session in 1987, the International Civil Service Commission (ICSC) promulgated post classification standards based on a seven-level grading structure for small and medium-sized duty stations. It is the intention to apply these standards progressively to all General Service and related categories posts in these duty stations and eventually to all duty stations in the field.
2. The Office of Human Resources Management has already commenced a process of general classification surveys in which all posts in a duty station are reviewed at the same time. Conducting these general surveys at all small and medium-sized duty stations is expected to take two to three years. To the extent possible, the schedule of classification surveys will follow closely that of comprehensive salary surveys. However, the classification schedule will try, within available resources, to accommodate those duty stations where the need for reorganization and reclassification is particularly acute.
3. The purpose of the present instruction is to set out the policy and procedures for implementing this classification exercise, based on the approved standards and grading structure, and to establish a review and appeal procedure.

* Personnel Manual index No. 2130.

I. CLASSIFICATION SYSTEM

4. The basic principle for post classification is that it is job-oriented. The classification of each post depends therefore on the nature of the duties and responsibilities assigned to the post and not on the qualifications or experience of the incumbent or of a candidate for the post.

Classification standards

5. The classification standards for posts in the General Service and related categories consist of a point-factor matrix and benchmark job descriptions on the basis of which each post is analysed, a point-grade conversion table, guidelines for the application of standards and a glossary of terms. The standards differentiate the seven levels according to the following factors:

- (a) Difficulty of work;
- (b) Work relationships;
- (c) Responsibility for the work of others;
- (d) Independence of action;
- (e) Physical environment;
- (f) Knowledge and qualifications required.

Job description

6. The nature of the duties and responsibilities of each post or group of identical posts shall be reflected in a job description (see annex I, form P.270). The accuracy of the job description will be certified by the supervisor, who will ensure a reasonable alignment of the functions assigned among posts in the office to accomplish its activities and objectives. The term "supervisor" means in this context the staff member who signs the performance evaluation report as first reporting officer.

7. The completed and duly signed job description should be forwarded through the administrative or executive office concerned to the Compensation and Classification Service, Office of Human Resources Management, for classification.

Classification requests

8. Requests for classification or reclassification of posts will be submitted in the following cases:

- (a) Where a post is newly established;
- (b) Where a post becomes vacant;

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(c) Where the duties and responsibilities of the post have changed as a result of a restructuring within the office;

(d) Where the duties and responsibilities of the post have changed substantially as a result of changes in the programme of work of the office (new programmes, tasks, etc.);

(e) Where initial general classification surveys are conducted in conjunction with comprehensive salary surveys.

9. In requesting classification of a newly established post or the reclassification of an established post and in order to facilitate an accurate and timely review, the request should contain the following:

(a) An up-to-date job description for the post in question, as described in paragraph 6 above, including information on the job description being replaced, if applicable;

(b) Detailed justification for the revision in grading;

(c) An up-to-date organizational chart showing the placement of the post in question and of other posts that may be affected by the classification or reclassification requested;

(d) Specific examples of the activities carried out by the incumbent of the post in question which support the revised functions.

Requests for initial classification or reclassification submitted without the above-mentioned data will be returned unclassified to the originating office.

10. If at the time of the classification exercise there has been no substantial change in already classified duties and responsibilities of the post, an appropriately signed confirmation of the classification level should be sent by the Office concerned as indicated in paragraph 7 above (see annex II, form P.270/A).

Classification reviews

11. The classification analysis will be conducted independently by two classification officers of the Compensation and Classification Service and approved by the Chief of that Service. The final decision regarding the classification of the post will be taken by or on behalf of the Assistant Secretary-General, Office of Human Resources Management. A notice of the classification results shall be sent to the office concerned, which will provide a copy thereof to the incumbent(s) of the post(s).

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II. IMPLEMENTATION

12. The classification of a post in itself will not have any adverse impact on the contractual status, salary and other entitlements of the incumbent of the post. Staff members whose posts are classified at a level above their present level may be considered for promotion, in accordance with established procedures. Staff members whose posts are classified below their present level will retain their present salary and other entitlements. However, once the post becomes vacant, the appropriate classification level will become effective. If the classified level of the post remains the same, no further action will be required.

13. Specific procedures for the implementation of initial classification results at small and medium-sized duty stations will be established at each duty station in consultation with other agencies of the United Nations common system at the duty station concerned. A designated agency will act as the focal point for consultations.

14. The effective date for the implementation of the classification for each post will be the first day of the month following the date of the classification decision, as indicated in paragraph 11 above. Where a general classification survey of all General Service and related categories posts is being conducted in respect of a duty station, the effective date of implementation of the decisions resulting from the survey will be determined in coordination with other agencies of the United Nations common system participating in the survey.

III. REVIEW AND APPEAL OF CLASSIFICATION DECISIONS

15. Either the head of the Office where the post is located or the individual incumbent of the post may request a review of the classification decision on the grounds that the classification standards were incorrectly applied. The graded levels of other posts at the duty station or at other duty stations are not relevant to the review of a particular classification decision and will not constitute grounds for appeal.

16. The request for review must be addressed to the Assistant Secretary-General, Office of Human Resources Management, in writing, within 60 days from the date on which the classification decision is received. The request must be accompanied by the job description on the basis of which the post was classified. No new or revised job description will be receivable in the context of the review or appeal process, but the appellant may wish to bring to the attention of Headquarters any information directly relevant to the classification of the post that was not originally submitted.

17. The Assistant Secretary-General, Office of Human Resources Management, will consider the request and communicate a decision to the Office or individual concerned.

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18. Within two months of receipt of the decision conveying the results of the review, the appellant may submit an appeal to the New York General Service Classification Appeals and Review Committee, specifying the reasons why he or she considers the application of the classification standards was erroneous. Having examined the appeal, the Committee will communicate its findings and recommendations to the Assistant Secretary-General, Office of Human Resources Management, whose decision thereon will be final.

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ANNEX I

UNITED NATIONS	NATIONS UNIES	DO NOT WRITE IN THIS SPACE
REQUEST FOR CLASSIFICATION AND RECRUITMENT GENERAL SERVICE AND RELATED CATEGORIES		DATE RECEIVED: _____
		OFFICERS: _____

REASON FOR CLASSIFI- CATION	<input type="checkbox"/> VACANCY ANNOUNCEMENT	POST ENCUMBERED BY	EX INCUMBENT
	<input type="checkbox"/> REVISION OF DUTIES	ANTICIPATED DATE OF VACANCY	
	<input type="checkbox"/> BUDGET APPROVAL	DURATION OF THE POST	
	<input type="checkbox"/> OTHER (SPECIFY): _____		
IDENTIFICATION OF THE POST (USE OFFICIAL NOMENCLATURE)	POST NUMBER	DUTY STATION	CURRENT FUNCTIONAL TITLE
1. DEPARTMENT/SECRETARIAT/OFFICE		SECTION	
2. DIVISION/CENTRE		UNIT	
3. BRANCH/SERVICE	ST/SGB/ORGANIZATION REFERENCE		OFFICE CODE

SIGNATURES (Attach a complete and current organization chart showing the organizational structure of the post being described before obtaining the signature of the incumbent.)

1. SUPERVISOR (Certification of correctness of job description) 	3. EXECUTIVE or ADMINISTRATIVE OFFICER
NAME AND TITLE	DATE
2. CHIEF of SECTION/BRANCH or DIRECTOR (Authorization of approval) 	4. INCUMBENT (This is an accurate description of my post)
NAME AND TITLE	DATE
NAME	DATE

The signatures confirm the certification as indicated. They do not imply any decision concerning the grade level of the post.

CLASSIFICATION NOTICE – The classification of the post is approved as follows:

FUNCTIONAL TITLE	JOB DESCRIPTION NO.
OCCUPATIONAL CODE	CLASSIFICATION LEVEL
COMMENTS	
CLASSIFICATION OFFICER NAME:	CLASSIFICATION OFFICER NAME:
CHIEF OF COMPENSATION AND CLASSIFICATION SERVICE NAME:	
ASSISTANT SECRETARY-GENERAL, OHRM NAME:	
Date: _____	

SECTION A - To be completed by the incumbent of the post, if any. (If this section cannot be filled out by the incumbent, it may be completed by the supervisor).

1. Summary of principal functions.

2. Major duties and responsibilities. Describe in order of importance what is done and how it is done. Please indicate the approximate percentage of time devoted to each function.

%

3. Guidelines: Indicate the rules, regulations, manuals, procedures, precedents, instructions, policies or other guidelines – written or unwritten – which apply to the work; describe the extent to which the incumbent is permitted to **INTERPRET** or **DEVIATE** from guidelines and to propose or establish new guidelines.

4. Consequence of Work: Indicate the kind of decisions or recommendations made and how they affect the work of the organizational unit. Describe the consequence of errors.

5. Work Relationships: Indicate the purpose, level and frequency of contacts both inside and outside the organization.

TITLE AND LEVEL	PURPOSE AND FREQUENCY
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6. **Responsibility for the work of others:** Indicate the number, title and level of those for whose work you are responsible. Describe the nature of your responsibility, such as distribution and review of assignments, training, approval of leave, performance appraisal, etc.

NUMBER	TITLE	LEVEL	NATURE OF RESPONSIBILITY

7. **Physical requirements**

(a) Describe the physical requirements of the work, such as lifting x lbs., walking, standing, sitting, etc.
Describe how and when these requirements exist and how often per day, week, etc.

(b) Describe the conditions of the work place, such as work in a machine room where extensive noise occurs, work out of doors in all weather conditions, damages or hazards present in the operation of the equipment or in the workplace.

SECTION B – To be completed by the supervisor of the post.

1. **Purpose:** Describe the overall purpose, objectives, or goals of the post.

2. **Review over work:** Describe the way work is assigned (e.g. specific assignments with related instructions, or continuing responsibility, etc.) and the extent the work is reviewed (whether by the supervisor or others) while in progress or upon completion.

3. **Qualifications required to perform the assigned duties of the post**

(a) **Skills/knowledge:** Indicate kind of, type and length of training required for the post including skill in equipment operation.

(b) **Experience:** Indicate the type and length of practical experience required.

(c) **Languages required:** Identify the languages required and the nature of their use (for example, typing, correction of grammar and punctuation, informal translation).

4. If the job description is to be used for requesting a review of the classification level, indicate the changes that have occurred in the duty assignment.

INSTRUCTIONS FOR COMPLETING JOB DESCRIPTION (FORM P.270, GENERAL SERVICE)

General: Complete all sections of this document accurately in clear, concise language. If a question is not applicable, then mark *n.a.* Describe the work and the factors required of the post and not the characteristics, performance or qualifications of the incumbent. Attach additional sheets if necessary.

Section A

1. Summarize the major duties to give a quick overview of the post's activities.

2. **Duties and responsibilities**

Each post is responsible for generally four or five major duties or functions. These duties should be presented in order of importance with a detailed explanation of how the duty is achieved. Miscellaneous tasks which take only a small percentage of time can be grouped and listed together. Terms such as "assists", "prepares", "handles", or "participates" describe relationships but do not actually describe what is done to assist, how something is prepared or handled, or how one participates; therefore, they should be accompanied by an explanation of the "what" and "how" of the actual duties.

Keep in mind the outputs or end products (what is produced or what the work leads up to). Present facts, not appraisals or evaluations of the work. The following examples from different posts illustrate explanations of how the work is accomplished.

a. Processing of communications: 30%

- (a) Types from draft in final form, in English, French and Spanish either for dispatch or for photo-offset, letters and notes with appropriate documents sent to the Unit for processing. After this, sends to the Ministries of Foreign Affairs, the Permanent Missions, Organizations and special agencies.
- (b) Proof-reads carefully the letters and notes which come from the Printing Section. Retypes the salutations of the notes as well as the addresses of the letters and special agencies where necessary.

b. Assists in arranging meetings – for Directors' Meeting, Board Meeting, ad hoc meetings: 15%

- a) Assembles, copies and distributes background papers and agenda (occasionally under own signature).
- b) Schedules conference rooms.
- c) Arranges working lunches for the Executive Director with Regional Directors.
- d) Distributes reports or minutes of meetings.

c. Recruitment of Experts, consultants, volunteers: 10%

- 1) Obtains information for completion of recruitment form transmitting draft job descriptions to recruitment service.
- 2) Completes the request for P.5 to initiate recruitment action and transmit to Administrative Services.
- 3) Completes Special Service Agreement, giving details of account number, travel, etc.
- 4) Types submission letters of qualified candidates to Government via the Resident Representative's Office, upon receipt of nominations.
- 5) Sends Letters of Welcome and Channels of Communication to experts.

3. **Guidelines**

Describe the nature of the guidelines by listing them and describe the way they must be used, for example are they followed exactly, are they readily available or must they be searched out, must selection be made from among a number of alternatives.

4. Consequence of work

In general, decision making is considered as a commitment to a course of action that is not subject to detailed review. To make recommendations on the other hand requires the suggestion for courses of actions and implies that the post does not have complete or final responsibility. Decisions and recommendations made often relate to the choice from among guidelines, but they may also involve decisions or recommendations on what can be done to complete the work before referring to another source. Describe these kinds of choices made. In addition describe the damage that would be caused by errors in making these choices such as loss of time of incumbent, other staff members, or equipment; expenditure of excess funds; or additional work of others.

5. Work Relationships

Include only those contacts which are typical and occurring during the work cycle and indicate how contact is made (personal contact, telephone contact, correspondence).

6. Responsibility for the Work of Others

Be explicit in describing the nature of the responsibility. General terms like "supervise" are not sufficiently descriptive.

Section B

1. Purpose

Provide a brief statement of the overall objective or purpose of the post, such as, provides secretarial support to a recruitment officer.

3. Qualifications Required

This information should refer to the actual requirements of the post rather than the qualifications of an incumbent.

(a) The kind of training refers to knowledge of general office work or specialized work (such as computer, statistics, accounting). Type of training refers to the method such training would normally be acquired, such as high school, trade school, on the job, etc.

(b) Experience

Indicate how the experience relates to the job - such as it increases efficiency by allowing faster processing or it provides more in depth familiarity with the exceptions that occur in normal operations.

(c) Languages

Please describe the way in which languages are used.

ANNEX II

REQUEST FOR CONFIRMATION OF CLASSIFICATION LEVEL
For General Service and Related Categories

This identified job description number is submitted for confirmation of the classification level:

JOB DESCRIPTION NO.		DATE OF LAST CLASSIFICATION REVIEW:	
POST NUMBER		FUNCTIONAL TITLE	OFFICE CODE
REASON FOR CLASSIFI- CATION REQUEST	<input type="checkbox"/> VACANCY ANNOUNCEMENT <input type="checkbox"/> OTHER (SPECIFY):	EX INCUMBENT	ENCUMBERED BY
		ANTICIPATED DATE OF VACANCY	DURATION OF THE POST

This is to certify that responsibilities and duties of the post remain unchanged.

Signature of Supervisor: _____

Date: _____ Name: _____

Signature of Second-Level Supervisor: _____

Date: _____ Name: _____

Signature of Executive or
Administrative Officer: _____

Date: _____ Name: _____

Department/Secretariat/Office: _____

CLASSIFICATION NOTICE

The classification of the post is confirmed as follows:

Functional Title: _____

Occupational Code: _____

Classification Level: _____

Classification Officer: _____

Chief of Compensation and Classification Service: _____

Date: _____