

RESPONSIBILITIES AND REQUIRED CAPABILITIES FOR SENIOR STAR RATING DIRECTOR

The Senior Star Ratings Director has the following responsibilities:

1. To supervise and assist Star Ratings Directors across all Divisions of PSA to ensure consistency in the way in which Star, Galaxy and Diamond applications are processed.
2. To identify needs for the appointment of new SRDs.
3. To recruit and appoint new SRDs.
4. To assist with the training of new SRDs.
5. To arbitrate in situations where unusual decisions have to be made about Star Rating applications.
6. To advise applicants and SRDs on matters relating to Stars Buy Back.
7. To identify issues related to the PSA acceptances databases that impact on the processing of Star, Galaxy and Diamond applications

Members volunteering for the position of Senior Star Ratings Director should be able to demonstrate the following capabilities.

1. Knowledge of the Star Ratings/ROPA System
 - a. It is essential that the person has a thorough working knowledge of the Star Ratings System and has successfully made multiple applications for Stars and Galaxies;
 - b. It is essential that the person has a thorough knowledge of the Stars Buy Back system;
 - c. It is essential that the person has a thorough knowledge of ROPA and the connection with Star Ratings and has achieved at least PPSA.
2. English Language:
 - a. Instructions and applications are to be made in English and via email, so it is essential that the SRD is able to read, understand and communicate effectively with Applicants and SRDs;
 - b. English should be the SSRD's first language or appear to be close to first language in written form.
3. Computer Skills:

Applications are made in Excel and via email so the SSRD needs to have:

 - i. General computer skills – ability to systematically save and backup files;
 - ii. Internet – access and ability to download files from the PSA website;
 - iii. Excel – a high level of proficiency with a recent version of Excel, including an understanding of how to protect pages and files, and an ability to assist SRDs who need assistance with Excel related matters;
 - iv. Email – access and ability to handle email communications efficiently;
 - v. Ability to use a database to check applications.
4. Service Attitude:

The SSRD must have the ability and willingness to:

 - a. Accept that the SRD position involves time and dedication – it is not merely a title;
 - b. Manage their personal responsibilities so that they can devote sufficient time to their PSA responsibilities;
 - c. Deal with all requests for assistance objectively and impartially;

- d. Communicate with members and SRDs in a respectful manner while applying the rules;
- e. Help applicants understand where they have not met the requirements and how they need to proceed;
- f. Recognise when SRDs need assistance and provide that help;
- g. Recognise and solve problems..